Field Technician

Field Safety & Training Manual

Revised August 2012

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INTRODUCTION

Welcome to Makotek! This manual is provided to help you understand your job description, how to do your job effectively and safely, and to serve as a source for you to keep and reference frequently.

Although many of the tasks associated with a field technician's responsibilities are simple, it is easy to get TOO comfortable and develop habits that are unsafe and potentially life threatening. It is important for you to begin with the proper procedures outlined in this manual and practice them daily while continuing to review the manual frequently. This will help to ensure your safety and reduce any risks associated with your job.

At Makotek, **safety is not just a goal, it is a commitment.** Commitment to safety begins with a *"safety mindset"* in each individual within the company. Accidents can happen and when they happen it is usually due to **neglecting to follow the correct safety procedures!**

Much of this manual involves safety. Also included are processes and tips to help you to be efficient, effective, and successful.

Keep this manual handy in your vehicle and refer to it often. It could just save your life!

MAKOTEK SAFETY POLICY STATEMENT

It is the policy of Makotek to work continually toward improving safety policy as well as safety procedures. The personal safety and health of each employee are of primary importance. To the greatest degree possible, management will provide all mechanical and physical facilities required for personal safety and health in keeping with the highest standards.

We will maintain a safety and health program conforming to the best practices of organizations of this type. To be successful, such a program must embody the proper attitudes toward injury and illness prevention on the part of both onsite supervisors and employees. It also requires cooperation in all safety and health matters, not only between onsite supervisors and the employees, but also between each employee and his or her fellow workers. Only through such a cooperative effort can a safety program in the best interest of all be established and preserved.

Our objective is a safety and health program that will reduce the number of injuries and illnesses to an absolute minimum, not merely in keeping with, but surpassing, the best experience of other operations similar to ours.

We recognize that the responsibilities for safety and health are shared.

- The company accepts the responsibility for leadership of the safety and health program, for its effectiveness and improvement, and for providing the guidance and assistance to ensure safe working conditions.

- Supervisors are responsible for developing the proper attitudes within themselves toward safety and health and within those they supervise, and for ensuring that all operations are performed with the utmost regard for the safety and health of all personnel involved.

- Employees are responsible for the wholehearted, genuine cooperation with all aspects of the safety and health program, including compliance with all rules and regulations, and for continuously practicing safety while performing their duties.

Management considers no phase of the operation more important than the health and safety of the employee. Management will continue to be guided and motivated by this policy and, with the cooperation of all supervisors and employees will actively pursue a safer working environment throughout the company.

Chapter 1: YOUR JOB DESCRIPTION

As a field technician with Makotek, your primary job is performing cable services between the tap and the customers' television, computer, and phone. Consequently, you will spend considerable time interacting directly with cable customers.

It is of the utmost importance that we present a professional appearance, provide all customers with a positive impression, and comply with all laws, regulations, and policies of both our company and the cable company.

Neglect of these procedures can have negative results such as…

- customers obtaining unauthorized (and therefore illegal) cable service
- signal leakage that can potentially affect air traffic navigation
- loss of your job
- loss of contract with the cable company

You must have a reliable late model personal vehicle and if you are performing field disconnects, it must be a truck or a van that can carry cargo, a 28' or 32' fiberglass ladder and a 6' or taller fiberglass stepladder. An SUV may be used depending on client system requirements. Again, reliability is crucial. If your vehicle isn't working, ***you*** aren't working and ***you*** aren't making money.

Work hours and commitment are also crucial. Your job function will require customer contact. Many people are not at home during the day so your work hours will include evenings until 9:00 p.m. and weekends. Evenings and weekends are "prime time" and these will be the most effective hours of the work week. Your manager will provide a weekly work schedule before the start of each work week.

Other basic job requirements include:

- Physically capable of performing all job duties.
- Valid driver's license without restrictions.
- Current vehicle insurance with 50/100/50 coverage.

On the next two pages are detailed descriptions of your job.

POSITION TITLE	Collection & Disconnect Technician	**DATE**	
LOCATION	_____	**SUPERVISOR**	_____
PHONE		**FAX**	

MAJOR DUTIES AND RESPONSIBILITIES:

1. Collect balances owed and outstanding equipment on assigned accounts.
    - Contact cable customer and comply with all requirements of the Fair Debt Collections Practices Act. If contact is not made on first attempt, multiple home visits are to be made.
    - Utilize customer service skills to communicate with cable customers.
    - Utilize basic knowledge of mathematics.
2. Complete disconnects in compliance with Client and Makotek's Policy & Procedures.
    - Comply with OSHA and Makotek safety requirements in completion of disconnect.
    - Verify active tags match the tagged assigned to the account and return old tag with work order (if possible). Attach new customer tag for disconnected account in compliance with client requirements.
    - Terminate all open tap ports. Apply drop cap or other drop protection as required.
    - Remove all unused traps, splitters or other unneeded material from drop. Return material to designated location.
    - Lock pedestal or MDU lockbox upon completion.
    - Complete paper work and document job completion in compliance with Makotek and client procedure.
3. Safeguard all valuables by keeping vehicle locked and equipment secured at all times.
4. Arrive timely to assigned daily turn in location. Attend all technician training and department meetings.
5. Maintain and protect the confidentiality of all data base information and carry out the privacy provisions of the Cable Communications Privacy Act of 1984. Avoid all situations in which any personal interest could conflict with the interest of Makotek or any of its clients.
6. Complete other duties that may be assigned from time to time by management.

JOB REQUIREMENTS:

1. Able to lift and carry 75-90 lbs. Safely handle a 28' fiberglass ladder, tools and equipment
2. Able to work from heights and repeatedly climb ladder during workday.
3. Ability to drive for extended period of time and work from vehicle throughout the day.
4. Required hours include evenings up to 9:00 pm and weekends.
5. Use of personal vehicle. Vehicle must be a late model, reliable truck or van. Vehicle must be capable of carrying cargo and a 28' fiberglass ladder.
6. Valid driver's license without restrictions. Current vehicle insurance with 50/100/50 coverage.
7. Personally supply necessary field equipment, including cell phone with service.

EOE/DFWP

Employee Certification:

I have read and fully understand this job description. I certify that I satisfy the job requirements and am fully capable to perform all job duties and responsibilities.

_____		_____	
Employee	Date	Manager	Date

POSITION TITLE	**Collector**	**DATE**	_____
LOCATION	_____	**SUPERVISOR**	_____
PHONE		**FAX**	

MAJOR DUTIES AND RESPONSIBILITIES:

1. Collect balances owed and outstanding equipment on assigned accounts.
    - Contact cable customer and comply with all requirements of the Fair Debt Collections Practices Act. If contact is not made on first attempt, multiple home visits are to be made.
    - Utilize customer service skills to communicate with cable customers.
    - Utilize basic knowledge of mathematics.
    - Comply with OSHA and Makotek safety requirements.
    - Complete paper work and document job completion in compliance with Makotek and client procedure.
7. Safeguard all valuables by keeping vehicle locked and equipment secured at all times.
8. Arrive timely to assigned daily turn in location. Attend all technician and department meetings.
9. Maintain and protect the confidentiality of all data base information and carry out the privacy provisions of the Cable Communications Policy Act of 1984. Avoid all situations in which any personal interest could conflict with the interest of Makotek or any of its clients.
10. Complete other light duties that may be assigned from time to time by management.

JOB REQUIREMENTS:

8. Ability to drive long distances and drive for extended period of time.
9. Required hours include evenings up to 9:00 pm and weekends.
10. Use of personal vehicle. Vehicle must be a late model & reliable.
11. Valid driver's license without restrictions. Current vehicle insurance with liability coverage 50/100/50.
12. Personally supply necessary field equipment, including cell phone with service.

EOE/DFWP

Employee Certification:

I have read and fully understand this job description. I certify that I satisfy the job requirements and am fully capable to perform all job duties and responsibilities.

_____ _____

Employee Date Manager Date

POSITION: INSTALLATION TECHNICIAN

EMPLOYEE NAME _____ **DATE** _____

LOCATION _____ **SUPERVISOR** _____

PHONE **FAX**

MAJOR DUTIES AND RESPONSIBILITIES:

1. Install new or upgraded cable television, modem or phone service in customer dwellings. Complete in compliance with customer service guidelines and client specifications.
2. Report to your assigned supervisor at assigned time and place.
3. Install drops, multiple outlets, converters, modems and other subscriber devices in subscriber dwellings to client specifications. Ensure quality reception of cable service.
4. Communicate effectively and provide customer education on use of services. Be friendly and patient at all times.
5. Work under minimal supervision within closely defined guidelines and procedures. Apply technical knowledge to the resolution of a specific set of problems.
6. Review customer work order requests to insure all tasks are completed. Also assure that television reception is clear and that television sets are properly tuned.
7. Stock truck with necessary supplies and equipment, and maintain tools, equipment, and vehicle.
8. Complete and sign all assigned work orders.
9. Collect, record and remit required deposits, installation fees and other monies from customer.
10. Safeguard all valuables by keeping vehicle locked and equipment secured at all times.
11. Demonstrate support for excellent customer service.
12. Keep supervisor and dispatch informed as necessary.
13. Perform other related duties and tasks as assigned or as become evident.
14. Adhere to all safety procedures documented in company handbooks and manuals.

CERTIFICATION REQUIREMENT:

Obtain certification and graduate from the following Jones/NCTI courses.

1. Quick Start Installer
2. High-Speed Data Installation
3. IP Voice

Must successfully pass 1 course within first 40 days of employment, 2 classes by day 60 and all 3 passed by day 90.

JOB REQUIREMENTS:

1. Ability to work outside in the elements for extended periods of time.
2. Required hours include evenings up to 9:00 pm and weekends.
3. Use of personal vehicle. Vehicle must be a reliable truck or van.
4. Pass drug, background, and MVR screenings. Maintain vehicle insurance with 50/100/50 liability coverage.
5. Personally supply necessary field equipment.
6. Ability to lift and carry weight to job requirements.

EOE/DFWP

Employee Certification:

I have read and fully understand this job description. I certify that I satisfy the job requirements and am fully capable to perform all job duties and responsibilities.

_____ _____

Employee Date Manager Date

Chapter 2: DRIVING YOUR VEHICLE

As a licensed driver, no doubt you understand the basics of driving your vehicle. As time goes on drivers tend to develop habits, both good and bad. The purpose here is not to provide a course on driving a vehicle but to provide a reminder regarding *good* and *safe* driving habits during the course of your job. While the magnetic signs identifying you as a Makotek employee and an authorized representative of the cable company are on your vehicle you do, in fact, ***represent*** both Makotek and the cable company.

Be sure to follow the laws regarding driving and traffic. Always wear your seat belt when driving. This is the law in most states and it is our **company policy everywhere**. It is also a safety concern.

According to the National Highway Traffic Safety Administration (NHTSA), "more than 7,000 people are killed and over 100,000 injured every year due to the failure to wear their safety belts."

Talking on a cell phone while driving causes your reactions to be 18% slower and increase your chances of a rear-end collision twofold. Never try to text, read, use your cell phone, or send email while driving. If you receive a radio call or phone call, pull over to a SAFE place and do not talk on the radio or phone while driving.

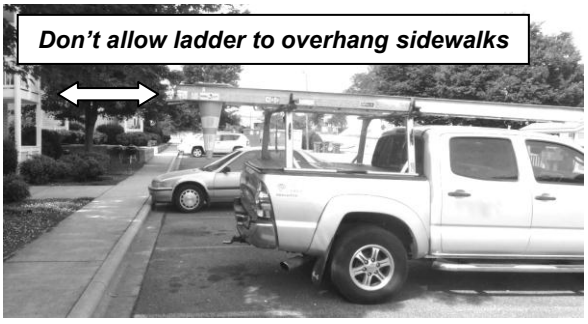
Don't try to read a map, read work orders, or look at your computer while driving. Many of our offices have computer software that allows you to route your work. Whatever method you use, pull over if you need to look at directions.

Be aware of the traffic around you. You may be in someone's blind spot or they simply may not be paying attention. Watch out for pedestrians and children.

You will be driving in various weather conditions during your work with Makotek. You will also be driving after dark frequently. It is during these adverse conditions that you must be extra cautious.

Backing

Whenever possible, avoid situations that require you to back your vehicle. When you must backup, check behind your vehicle before entering and while backing. Children seemingly appear from nowhere and while your vehicle is in reverse you have many blind spots. Also watch out for obstacles such as mailboxes, garbage cans, pedestals, shrubbery, etc. Backing over these can cause serious damage to your vehicle and others' property.
However, when working in an apartment complex or similar location it is always best to back into a parking spot upon arrival as opposed to backing out upon departure. As you pull in you have a better view of the situation. Additionally, this keeps your ladder from extending into traffic but be careful **not** to allow your ladder to **overhang sidewalks** as this could cause injury to a pedestrian.



Never drive under the influence of alcohol or drugs, including prescription medication that can cause drowsiness. This is especially true while on the job. Driving a vehicle takes focus and concentration. Since you will be spending a great amount of time driving, it is in everyone's best interest to remain focused and exercise caution behind the wheel.

Chapter 3: PARKING YOUR VEHICLE

When parking your vehicle it is important that you park on the same side of the street as the pole or pedestal. Your vehicle should be parked in the same direction as the traffic flow (i.e. the right side of the street). (Figure 3-1)

- Flashers should always be used while parked along a street.
- Park your vehicle as close to the curb as possible.
- Set your parking brake before exiting the vehicle.
- Check traffic before opening your door to exit the vehicle.
- Reflective safety vest should always be worn while working near roadways.
- Safety cones should be placed such that approaching vehicles are channeled away from your vehicle. (Figure 3-2 and Figure 3-3) (Reference: Federal Highway Administration)

Cone Placement

Cones should be spaced approximately one foot per mph. For example, if you are in a 25 mph zone, place 1 cone approximately 25 feet behind your vehicle, place 1 to the left rear of your vehicle, and 1 to the left front of your vehicle approximately 25 feet from the rear. Adjust according to the speed limit. Leave yourself room to open your driver side door without being in the path of approaching traffic.

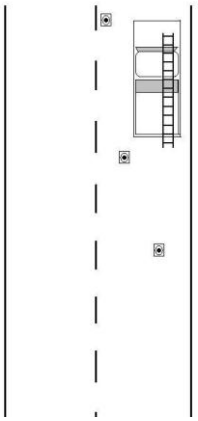


Figure 3-1

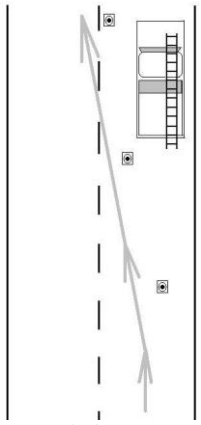


Figure 3-2

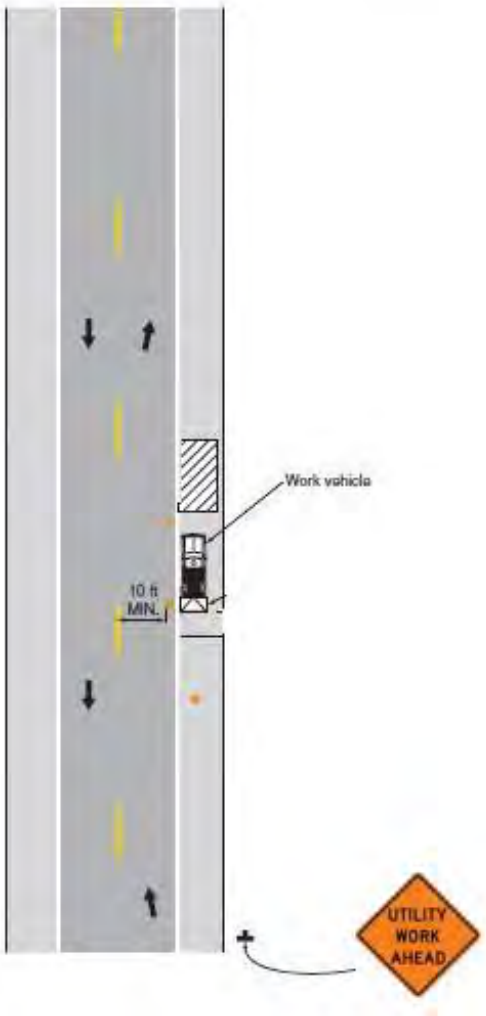
Properly set cones should channel traffic away from your vehicle.

Figure 3-3

- Avoid, if possible, blocking driveways or intersections.
- Do not park where someone can walk into your ladder if you have a lower vehicle.
- **Do not park in a customer's driveway or on their lawn without permission. This includes NOT driving on the grass to get to rear easements in both private residences and apartment complexes. Remember to back into a parking spot at an apartment complex upon arrival.**
- Observe local laws regarding parking near fire hydrants. Generally speaking, you should not park within 15 feet of a fire hydrant.
- If parking on a hill, be sure to turn your front tires toward the curb.
- Exercise *extreme caution* when parking on busy streets.
- When working on the side of a rural road or state route use appropriate signs as follows…

Compliance with OSHA Regarding Parking on the Side of a Rural or State Route Road

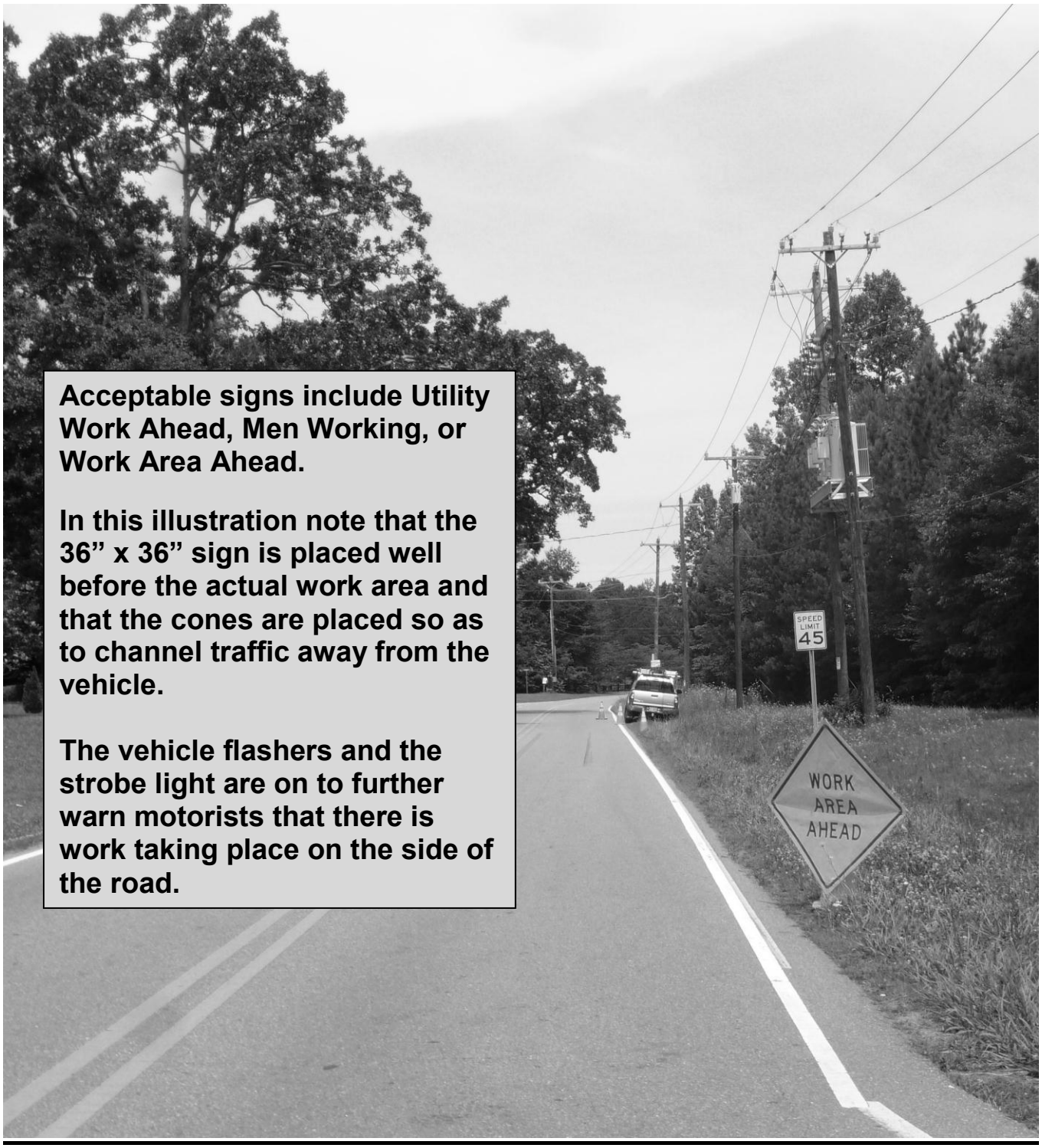
According to the DOT and OSHA, Makotek's work generally falls into 2 descriptive OSHA Typical Applications, TA-4 Short Duration or Mobile Operation on a Shoulder and TA-6 Shoulder Work with Minor Encroachment. In addition to the cone placement as described in the Makotek Field Safety and Training Manual, when parked on the shoulder of a rural or state route road, technicians are required to have a 36"X36" Utility Work Ahead sign either as a stand-alone or mounted on their vehicle as well as a high intensity amber flashing strobe that can be seen from 360 degrees around the vehicle.



Key points

- Strobe light can be installed on vehicle or the portable version that plugs into the DC adapter (cig. lighter)
- A stand-alone sign must be placed a minimum of 100 feet behind the vehicle.
- A vehicle mounted sign must face to the side when not in use
- Whenever possible, with the resident's permission, it is best to park in a driveway completely off the road. In the case of parking in a driveway, cones and Utility Work signs are not required
- When no driveway is near your work site or permission cannot be obtained to park in a driveway, park as far off the road as feasibly possible
- If you must park with part of your vehicle on the road or you must block a lane, a shadow vehicle (co-worker vehicle) or law enforcement assistance is required
- Reference Manual of Uniform Traffic Control Devices (MUTCD) from http://mutcd.fhwa.dot.gov/

The signs and strobes can be obtained from http://www.awdirect.com and many other sources. Portable strobes can also be purchased from several auto parts stores and truck equipment stores.



Acceptable signs include Utility Work Ahead, Men Working, or Work Area Ahead.

In this illustration note that the 36” x 36” sign is placed well before the actual work area and that the cones are placed so as to channel traffic away from the vehicle.

The vehicle flashers and the strobe light are on to further warn motorists that there is work taking place on the side of the road.

Chapter 4: LADDER SAFETY

Working with ladders will be one of the most frequently performed job tasks that you do. Safely working from ladders involves understanding what they were designed for and how to use them.

Accident Facts, NSC

I. FATALITIES FROM FALLING OFF LADDERS

1 Public:	4,500
2 Home:	6,500
3 Workplace	10,500

II. LADDER ACCIDENT CAUSES:

1 Reaching too far	2%
2 Standing on top rung of ladder	6%
3 Ladder broke	6%
4 Handling ladder	8%
5 Struck by materials	8%
6 Slip on rung	8%
7 Electrical shock	10%
8 Carrying Materials	10%
9 Ladder slipped	40%

In this section we will examine how to inspect, set up and use ladders properly. The vast majority of accidents in cable television work involves the improper use and placement of ladders.

There are several types of ladders used in cable television work, they are: Step, Straight, Combo, Tri-fold, and Extension ladders. To work safely from all of these ladders you have to apply the same basic rules.

Why we use the type of ladders that we do

- **All** ladders that are used for cable television work must be non-conductive because we work near power lines. This is why Makotek allows only fiberglass ladders.
- OSHA regulations require the use of a Type 1-A fiberglass industrial ladder for cable television work. Type 1-A ladders can support a person weighing a total of 300 lbs. (this includes the technician, clothes, tools, and materials).
- Only use ladders that meet both of these requirements. **Never use an aluminum ladder of any type!**

INSPECTING YOUR LADDER

Before a ladder is placed in use it must be inspected by a manager and approved with a ladder inspection sticker placed on the ladder.

Additionally, ladders must be inspected by a manager at periodic intervals such as 10 day Field Certification, Quarterly Field Certification, and during Safety Inspections.

DAILY LADDER INSPECTION

- Inspection of ladders must be performed by the tech prior to each use each day to ensure that the ladder is safe to work from.
- Inspect the ladder immediately if it has been dropped.
- Inspect the ladder immediately following use by someone else or when borrowing someone else's ladder.
- An **effective** inspection usually only takes two minutes to complete.

Although only 6% of ladder accidents are caused by the ladder breaking, it can and does happen when faulty ladders are used. Failure to inspect your ladder can result in a serious accident!

☎ **If you find a problem, report it to your supervisor immediately.**

Inspect for the condition of the three (3) main parts of the ladder.

1. Side Rails

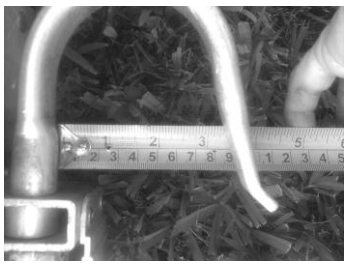
- Inspect for chips, dents, and gouges
- Also look for excessive wear, frayed fiberglass, and bad scuffs
- If ladder rail is cracked through the fiberglass the ladder must be condemned for company use
- Pay especially close attention to side rails at the very top and very bottom of the ladder

2. Rungs

- Inspect rungs for looseness, bending, and cracks along ridges and/or around the crimping joining the end plates
- Look for excessive wear and any unsafe foreign attachments such as wire, twigs, etc.
- Check for any slippery residue and immediately clean it off
- If ladder has broken or missing rungs it must be condemned for company use

3. Hardware

- Braces and brackets must be checked for looseness and/or cracks
- Hooks must be inspected for cracks and bending as well as checking to make sure they move freely and lock securely. The hook opening should be between 3” and 4” to be sure that it completely encompasses the cable lines and strand



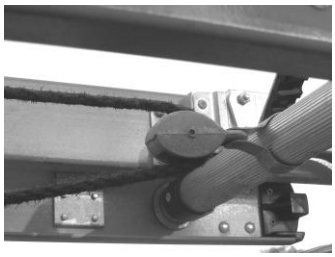
Opening between 3” to 4”

If the hook gets bent, depending on the condition, it may be carefully bent back to the proper shape and distance.
Stress cracks can occur however, so be very careful when bending it back. Hooks must also turn easily when the straight portion of the tube is depressed, otherwise hooks should be replaced.

- V-rung assembly (pole brace) must be inspected for security of the rivets and excessive wear of the rubber pad

Hooks and V-Rung Assembly

Rung Locks / Flipper



Shackle and Pulley

- Rung locks/flippers must be checked for cracks and for security (i.e. nut and bolt securely attaching flipper to bracket and spring intact and functioning properly
- Shackle and pulley must be checked for cracks, freedom of movement, and distortion or bending
- Guide Brackets must be inspected for cracks, bending, and security
- Ladder feet must be checked for security to the ladder as well as freedom of movement and security of the rubber pads
- Check the rope for abrasion, fraying, rot, and burns or melting paying close attention to the part of the rope that rests on the pulley when ladder is retracted

SECURING YOUR LADDER TO YOUR VEHICLE

Your ladder should be carried on top of your vehicle on an approved ladder rack (this is a rack that was designed to carry an extension ladder). Your ladder rack will hold your ladder securely if used properly. Always make sure your ladder is secured before moving your vehicle.

Securing your ladder properly is important – follow these practices…

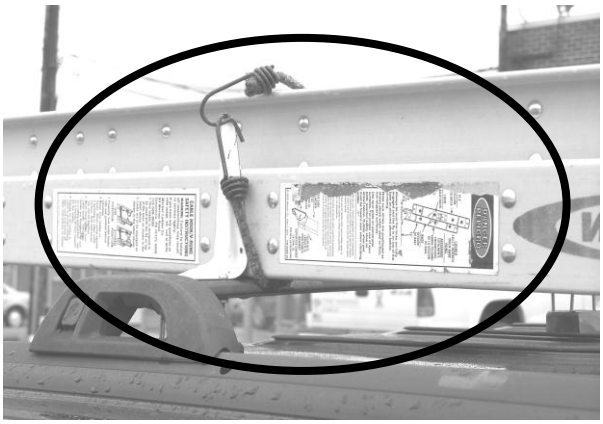
- Use a lock and chain (or steel cable lock) to secure the rear of your ladder to the ladder rack and a ratcheting tie down strap to secure both the rear and the front of the ladder to rack. Do not use bungee cords.
- Ratcheting tie down strap must be minimum 1' width
- **Always secure both sections of your ladder to your ladder rack using a chain and lock (or steel cable lock.)**
- **Never secure or "tie down" your ladder with coaxial cable, ground wire or bungee cords.** This is not an acceptable practice and must not be used. Remember that an improperly secured ladder may fly off your vehicle causing damage to the ladder, your vehicle, and possibly property of others.
- Ladders **should not** extend an abnormal distance beyond the rear of the vehicle (i.e. more than one rung or per state law) unless an **orange warning flag or safety cone is placed on projecting end of the ladder**.

Use an orange flag or a safety cone if the ladder extends more than one rung beyond the rear of your vehicle. This helps make your ladder more noticeable to both motorists and pedestrians and can prevent injury to someone walking by or driving behind your vehicle

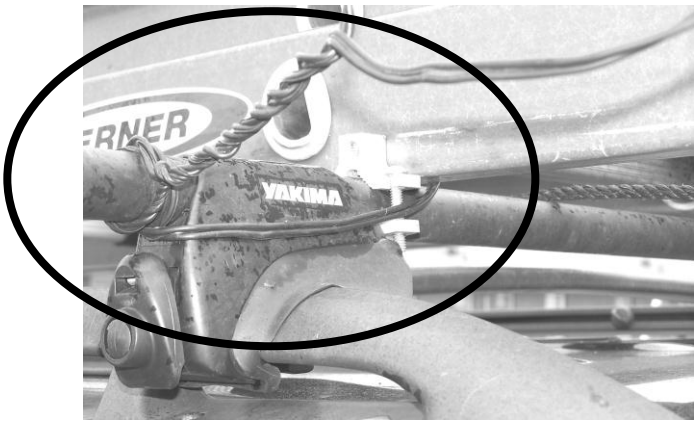
If using a minivan for carrying your ladder, you **must** have a suitable ladder rack on top of the vehicle. Factory or dealer installed luggage racks are not acceptable because they have a curved cross member that could cause the ladder to warp.

The ladder must be secured properly by following the above guidelines.

Below are some examples of ladders that are tied off incorrectly.



In this example, notice that a bungee cord does not adequately secure the ladder to the rack.



Here is an example of a ladder secured to the rack with ground wire which is unacceptable.

Now, here are examples of the correct way to secure the ladder

This is an example of a steel cable lock also known as a "bicycle lock". The steel cable is insulated to prohibit rust and avoid scratching up the ladder and rack. It is also difficult to cut through with bolt cutters.

Ladder is secured with straps in front and rear with lock on rear

This is an example of a chain and padlock. It is recommended to use a heavy duty chain that is difficult to cut with bolt-cutters.

LOADING AND UNLOADING LADDER

- Slide ladder off the rack at back of truck, or lift ladder sideways off rack and slide it down the side depending on the type of ladder rack you have on your vehicle.
- Be careful not to scrape the ladder against the vehicle.
- Use leverage by allowing the rack to support the weight of the ladder while positioning it for lifting.
- Position the ladder for carrying.
- Always use proper lifting techniques to protect yourself from back injury. (i.e. bend knees prior to lifting and keep back straight)
- When loading the ladder to the truck reverse the steps.

Leverage the ladder on the ladder rack while loading/unloading.

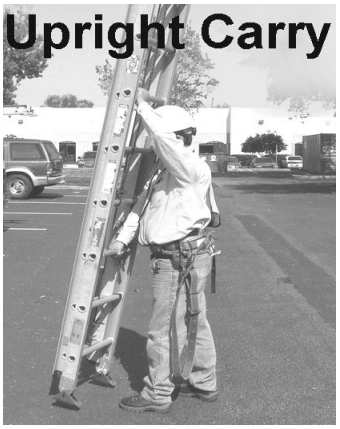
CARRYING YOUR LADDER

The weight of a 28 ft. fiberglass ladder equipped with the pole grip and hook attachments ranges from 62-65 lbs. depending on the manufacturer whereas a 32 ft. length weighs 12 lbs. more. (References: Green Bull Ladder Co., Louisville Ladder Co., and Werner Ladder Co.)

Although the weight is not an issue for most, carrying the ladder involves both balance and leverage.

There are basically three acceptable techniques for carrying ladders. Each one has advantages and disadvantages. The main concern is to avoid back strain by finding your balancing point that is different for every person.

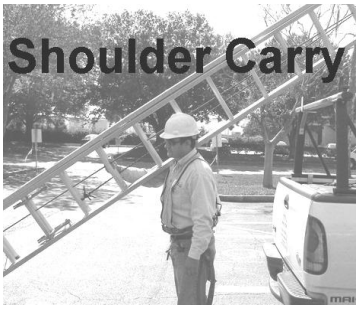
1. Upright carry



<u>Best method for short distances, no trees, or low lines.</u>

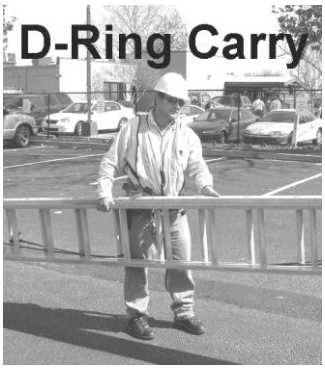
- After unloading the ladder from the vehicle to an upright position, grasp the base of the ladder at approximately the third rung with the strongest hand. This will support the weight of the ladder.
- With the other hand, reach up to the highest rung within easy reach in order to balance the ladder.
- Lean ladder slightly so that it rests against lower shoulder (strong hand side) while maintaining the ladder's center of gravity directly over your head. This is between the 7th and 8th rungs on a 28 ft. ladder.
- Slightly bend knees and straighten back before lifting. Lift straight up while being careful to avoid overhead obstacles such as tree limbs, etc.
- Always carefully watch your steps while walking to avoid losing balance and/or footing.

2. Shoulder carry



- Stand the ladder up using the hand over hand method grasping the base rungs of the ladder.
- Grasp the base rung (as though you were shaking hands) that is more or less chest high with your strong arm. Use your "off-hand" to guide the ladder grasping the rail. **Note: The ladder rung you grasp with your strong hand depends on your height.**
- Walk backward to find the ladder's balance point. Use both hands to guide the ladder to your shoulder. The arm that is holding the base rung should be extended with a **slight** bend at the elbow.
- Bend your knees while placing the ladder on your shoulder. Be sure that your hands are in a comfortable position.
- Pick up the ladder so feet are forward and elevated slightly.
- **Be aware of what is around you – be careful when turning !**
- ***<u>This is the best method for carrying ladder under low hanging limbs, wires, and other potential obstacles.</u>***

3. D-Ring carry



- Place the ladder on the ground with one side facing upward and the ladder feet facing in front of you.
- Find the ladder's center of gravity (between 7th and 8th rung for 28 ft.).
- Squat next to ladder with your back straight and place the upper rails of the ladder on your body belt's d-ring.
- Lift with your knees (not your back) into standing position.
- Balance the ladder with both hands by holding the base-rail with your d-ring side hand slightly towards the back and your other hand forward.
- Walk to your destination carefully avoiding obstacles and be careful when turning.
- An alternate version of the d-ring carry involves placing the bottom rail of the ladder onto the d-ring thereby bringing the ladder's center of gravity closer to the body's center of gravity.
- **Again, be aware of what is around you – be careful when turning !**

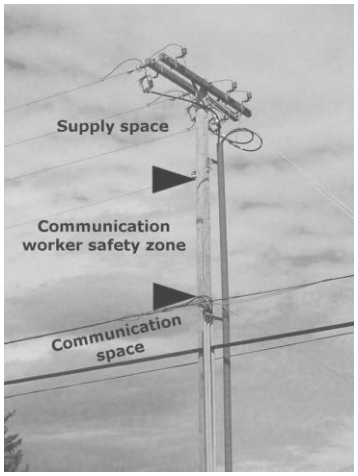
Alternate D-Ring Carry

<u>Like the shoulder carry, this is good for low hanging obstacles and walking longer distances.</u>

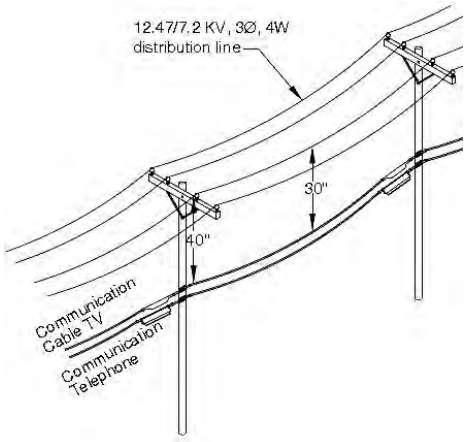
WORK AREA INSPECTION

You are always required to do a physical inspection of your work area prior to beginning any field work. Perform the following:

- Visually check the ground wire for breaks or cuts. Make sure the strand is bonded to the ground wire.
- Verify plant or drop is not closer than the recommended clearances from telephone and power wires.



The National Electrical Safety Code (NESC formerly known as the NEC) provides for a 40 inch clearance between supply conductors and communications cables creating a "Communication worker safety zone". A 30 inch minimum is required between the center 'sag' points of the conductor and communication lines. Additionally, there should be a 12 inch minimum distance between CATV and telephone on the pole.

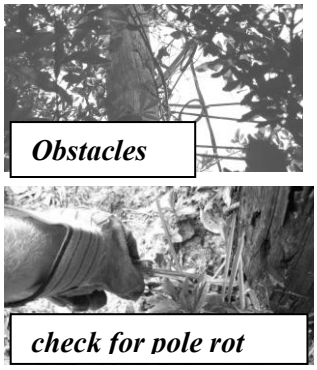


- Look for evidence of lightning or fire damage.

- Completely inspect the pole (i.e. keep in mind all safety work practices).

Inspecting The Pole 1-2-3

1. Visually inspect the pole for warning tags and obstacles
2. Jab the pole with a screwdriver below ground level. You are checking for rot and termite infestation
3. Use a hammer against the pole from the bottom to as high as you can reach. **Be sure it sounds solid.**



LADDER PLACEMENT

The largest percentage of ladder accidents (40%) is caused due to the ***ladder slipping***.

Properly positioning the ladder can greatly reduce the risk of accident. Place your ladder on the strand whenever possible. This reduces the risk of slipping.

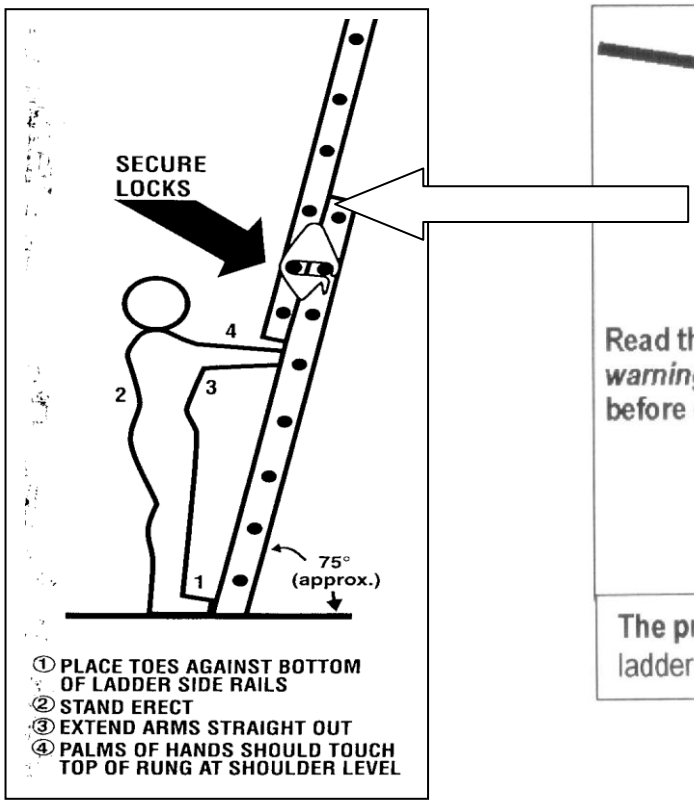
Only ladders equipped with the serrated cleats (teeth) on the feet are acceptable.

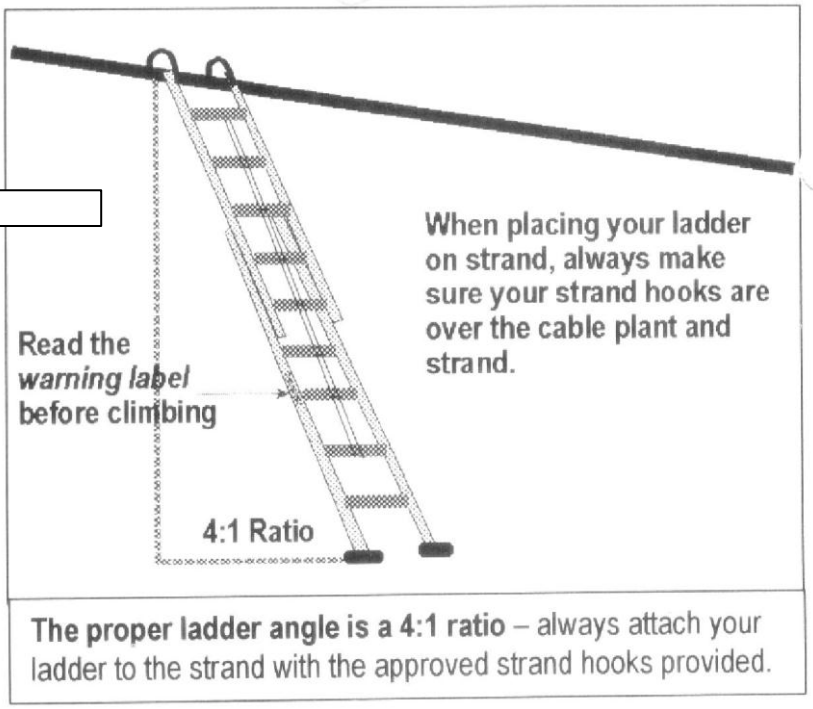
When placing your ladder on **grass or other soft slippery surfaces** such as mud or ice, position the **cleats of the ladder feet downward**. Not doing this can cause the ladder to slip as you are climbing and are not belted off to the strand or the pole. This almost always results in an injury due to falling.

Always check for obstacles within your climbing space before climbing and insure a solid foundation for the ladder feet.

Position the cleats of the ladder feet downward when on slippery surfaces (i.e. grass, mud, snow, ice)

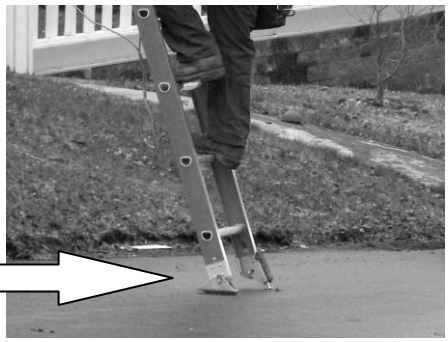
The proper angle for ladder placement is 1 foot out for every 4 feet up. This is also known as the 4:1 ratio or 1:4 ratio




When placing your ladder on strand, always make sure your strand hooks are over the cable plant and strand.
Read the *warning label* before climbing
4:1 Ratio
The proper ladder angle is a 4:1 ratio – always attach your ladder to the strand with the approved strand hooks provided.

Note: Always seek to place ladder on as level of a surface as possible. If there is no level ground you can use a "ladder wedge" to level the ladder.

Another method if the incline is not too steep is to pivot one cleat up to help level the ladder.

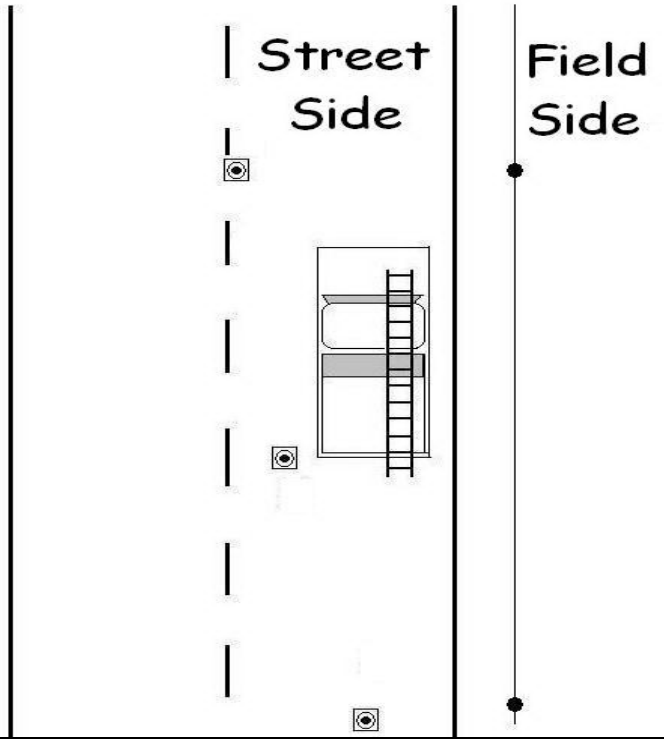


The key thing to remember is to place the ladder so that both feet are secure

Once the ladder is placed securely at the bottom, the next consideration is secure placement of the ladder on the pole or strand to ensure the ladder does not move, twist or slide.

THE IDEAL LADDER POSITION

- **The ideal position is on the "field side" away from oncoming traffic.** The ladder base should not be placed on the street side of the strand or pole where it is subject to traffic.
- If the street side must be used **(this is your only choice)**, park your truck between the ladder location and approaching traffic as this will prevent approaching traffic from striking your ladder while you're on it. Observe traffic cone placement as stated previously.



LADDER PLACEMENT – STRAND

Note: <u>Placing your ladder on the "field side" of the strand is your first choice.</u> When placed properly, the strand prevents the ladder from sliding, twisting, or falling. You are at the greatest risk when ascending and descending the ladder. Your security while climbing is ultimately dependent on how security and stability of the ladder. That, in turn, depends on the CORRECT placement of the ladder.

- Visually inspect strand for excess slack, loose guy wires, or branches on the strand.
- Make sure your strand hooks are turned outward.
- Position the ladder about two feet from strand.
- Extend ladder two rungs above strand and set rung locks. The strand hooks should be positioned over the strand.
- Lean the ladder on the strand, release the rung locks, and verify the strand hooks are resting on the strand.
- Pull ladder feet out from the strand to proper position (1 foot out for every 4 feet of height) – the strand hooks should engage the strand loosely when the ladder is in the

proper position. If your ladder pulls down on the strand, it may damage the cable plant.

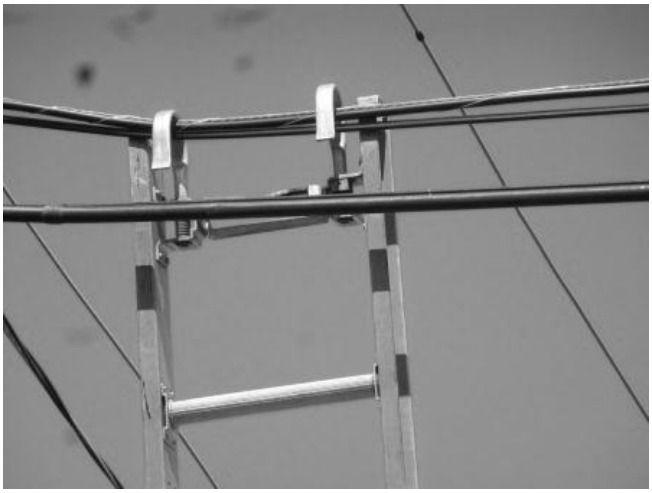
- Never place your strand hooks over cable system electronics like taps, line extenders, amplifiers, directional couplers, etc. because you could damage the system's electronic equipment.

- Caution should be taken when working on slack spans which could cause a ladder to slide, look up to identify the hazard before positioning the ladder.

- **Once again, make sure the base of the ladder is away from the strand to the proper position – one foot out for every four feet of height.** One way to verify the angle is to stand with your feet touching the feet of the ladder and reach out to hold the side rails or place your hands on the rungs. If your hands contact the rung between your fingertips and your wrist your ladder is at a safe angle. This distance should be comfortable.

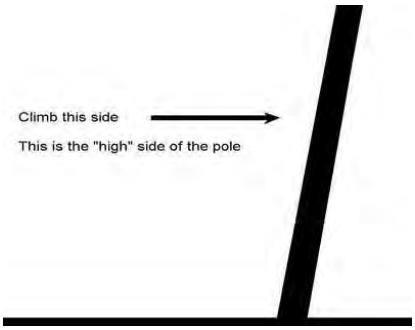
The ideal placement of the hooks on the strand involves both hooks completely over the strand and in contact with the strand.

Take care not to pull on the strand too much as it could result in damage to the plant and potential outage. Take a few seconds to verify from beneath the ladder that the hooks are properly over the strand.



LADDER PLACEMENT – POLE

- Place the ladder on the high side of the pole.



- Remember there are 360 degrees around a pole, so look for the best place with consideration of the bottom of the ladder and the surface as well as the work area at the top of the ladder.
- Avoid leaning the ladder against cable or telephone drop wires, hardware, and tree limbs and allow the rubber pole grip to lean against the pole. Visually make sure you have enough room at the top to perform your work.
- Allow the v-rung (rubber pole grip) to rest securely on the pole.

- **Verify that the ladder feet are secure and use the cleats on soft, slippery surfaces.**

EXTENDING THE LADDER – TWO METHODS

1) Using the rope exclusively

- The position of your body is important. If you are right handed, place your left foot forward between the ladder feet and your right foot back. Your shin must not touch the ladder.
- Grasp the base section side rail with your off-hand and keep your thumb out from between the ladder rails.
- Pivot your right ankle while using your right arm to grasp the rope as high as you can reach.
- Use your entire body (upper torso, knees, and arms) to raise the fly section of the ladder.
- Only raise the fly section one or two rungs at a time.
- When you have the fly at the desired height position the rung-locks where the opening is level with the base section rung you want to engage to. **But,** make sure the flippers of the rung-lock are below that rung.
- Lower the rung-locks so that both are engaged with the desired base section rung. Now slide your hand up the rope and repeat the process until the fly has reached the desired height.
- **Remember to be sure that the hand holding the side rail (i.e. to steady the ladder while extending the fly section) is free from contact with the fly rail.**
- Once the top of the ladder is in the best position for performing the work visually check to be certain that the rung-locks are securely supporting the fly section on the base section.
- Double check the bottom of the ladder making sure the ladder feet do not slip or slide before committing your weight and beginning your climb.
- If the ladder is not secure or is not in the correct position to do the work, take a moment and reposition the ladder.

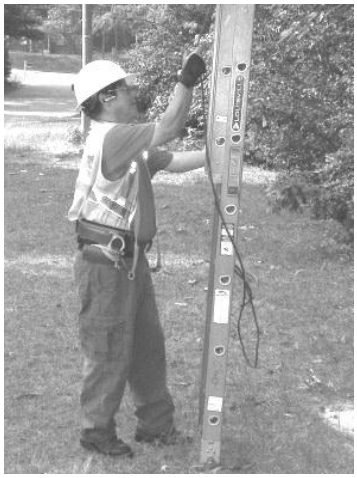
Reposition the ladder if it is not secure or if it is not in the best position for safely performing the work.

The illustration at left shows hand placement for repositioning the ladder.

NOTE: Lower the ladder before moving it. <u>Never</u> try to reposition a ladder while it is extended.

2) Lifting the Fly Section by hand part of the way

- Depending on the individual's upper body strength, an alternative method for extending the ladder may work better and minimize the effort required to raise the ladder.
- Place the bottom of the ladder in a secure manner as previously notated.
- Stand the ladder upright and grasp the fly section rails and lift one rung at a time until you can no longer push it upward. **Note: Maintain the ladder in the upright position so as not to lose balance.**

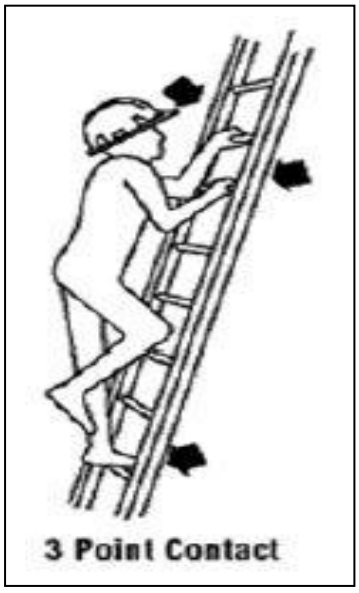


- Allow the rung locks to latch onto the base section at the highest position you can reach and then use the rope to raise the fly section the remainder of the way up to the desired position at the top.
- Keep your hands free from between the rungs until you are certain that the rung locks are locked into position and supporting the fly section.
- You may also utilize a combination of lifting the fly section with one hand while pulling the rope with the other hand. Many technicians find this a great alternative.
- ***Once the fly section is raised above your reach you will utilize the rope to continue extending the ladder. At this point, steady the ladder with your other hand on the base rail and keep it out of the path of the fly section.***

CLIMBING A LADDER

Place the safety strap over your head and shoulder to avoid getting your feet entangled while climbing or walking.

Before climbing the ladder, be sure you are wearing <u>all</u> of your safety gear.



- While climbing the pole or ladder take time to further examine the condition of the pole and/or strand. Always take your time climbing a ladder and never assume that the strand or a pole step will hold your weight. Always visually and physically inspect the strand before climbing. Always proceed with caution.
- Always maintain a **three point climb** when climbing a ladder (climb with both hands and one foot on the ladder, or one hand and both feet on the ladder). This will ensure that you can maintain your balance and you can recover from any unexpected hazard found during the process of climbing.

- Wear work boots that are ***laced (no slip on type)*** and cover 1” above the ankle (or at least 6” high), have minimum ½ inch heels, leather uppers, rubber soles, and steel shanks. Check for slippery substances on both the ladder and your boots. Clean if necessary.
- Use both hands to grip ladder rungs.
- Always wear the proper protective equipment that includes: work boots, eye protection, hardhat, body belt, and safety strap.
- Keep your hips centered with the center of the ladder.
- Do not climb the top two rungs of an extension ladder.
- Never lean out so your belt passes the side-rail or allows your shoulder to go more than twelve inches past the side-rail.

- When you reach your work position make sure your body is leaning into the strand or pole before attempting belt off.
- Your ladder should be kept as close to your work area as possible. Avoid over reaching. You should descend the ladder and relocate the ladder if over reaching cannot be avoided.
- Know the ladder manufacturers’ recommended maximum working height – never exceed this recommendation.

LOWERING LADDER

- Remove ladder from the strand by pulling the rope and slightly raising the fly section.
  1. Disengage the ladder rung-locks. The strand hooks should be holding the ladder upright.
  2. Walk the ladder toward strand to release strand hooks from strand.
  3. Move ladder hooks away from strand and extend – to unlock inner locks.
  4. Pull ladder up until hooks come loose then lower the extension down.

- Lower the ladder using same technique as used to raise the ladder. However, instead of grabbing the rope up high, grab the rope down low.

- Remember to hold the rail of the base section and keep your hand free from the descending fly section.

- Hold the rope, raise your arm, lower the fly and engage the rung locks with a base section rung. By grasping the rope down low, you will cut down on the “rope burn”.

- **Do not allow the fly section to free-fall from its elevated position. This will damage the ladder rung-locks, flippers, rungs, end caps and rails. You could also injure yourself.**

STEP AND COMBO LADDERS

- Step ladders must be fiberglass and 6’ or taller.
- Make sure your spreaders are locked before climbing your stepladder or combo ladder used in this manner. (See illustration at right)
- A stepladder should not be used in place of a small straight ladder. A ***combo*** ladder may be used this way because it is designed to be set-up straight or like a stepladder.
- Do not stand on the top two steps of a step or combo ladder. Never step or climb on the top step.
- If you need a longer ladder, use a longer ladder (i.e. get a different ladder).
- Never place tools on the top step of your stepladder.

Chapter 5: AVOIDING ELECTRICAL SHOCK

VOLTAGE DETECTION

It is not common for voltage to be present on the cable line, but it can and does occasionally happen.
This usually occurs when an electrical power line is touching the cable, improper bonding or grounding, and customer premises equipment (CPE) feeding electricity back through the cable line. Cable is most often grounded to the common ground of the house such as a ground rod to which the power and telephone are grounded. Since electricity seeks the path of least resistance, if the common ground of the house is compromised, the bonding and grounding of the cable line becomes the path the electricity will follow.

There have been instances where employees have been injured by electrical shock while working on the cable. It is necessary for you to check for voltage **BEFORE** touching the cable.

Two of your required tools are a voltage detector and a multi-meter. These inexpensive tools will help you avoid electrical shock and possibly save your life!

The voltage detector is a simple hand-held tool that detects the presence of voltage that you use while inspecting your work area and before touching any connection. Simply press the button and point the detector towards the cable.

Before using your voltage detector you should always test it. In the field, the best place to test the detector is to place it just under the power meter on the side of the customer's house, as shown in the picture below.

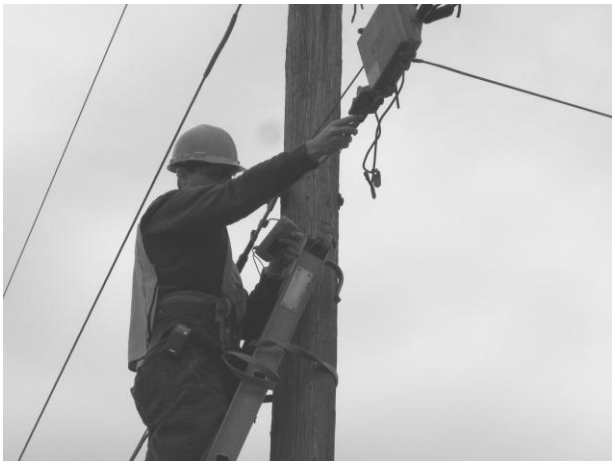
After you are certain your detector is working correctly you can then proceed to check for voltage on the cable line. Sometimes your voltage detector will detect the presence of ambient voltage. This can happen when there is a transformer on the pole or when there are high-voltage lines nearby. It does not mean that there is voltage on the cable line, however. Place the voltage detector within 2 inches of the tap and press the button on the detector. If you detect voltage you will then need to use your multi-meter to verify if electricity is, in fact, on the cable line.

You should always check for voltage whether in underground or aerial plant!

Using your Multi-meter

To verify whether or not voltage is present, set your multi-meter to the highest setting for AC voltage. Place the red lead on the tap or connector and place the black lead on the bond or ground (i.e. the strand).

Begin with the highest AC voltage setting



If you verify that voltage is indeed present, **DO NOT TOUCH** and contact your supervisor ***immediately.***

TOOLS TO AVOID ELECTRICAL SHOCK

As an additional precaution you should only use insulated tools as opposed to non-insulated tools.

Insulated tools

Non-insulated tools

Under normal circumstances, the cable plant is designed so there is no voltage present on the cable line. However, situations occasionally occur that do introduce electricity on the cable line. Although these situations are somewhat rare the danger to anyone working on the cable warrants **checking for voltage before touching the cable.**

Two key points to remember

- You should ***always*** check for the presence of voltage before touching the cable.
- If you detect voltage **DO NOT TOUCH** and **CONTACT YOUR SUPERVISOR** ***IMMEDIATELY!***

Chapter 6: FALL PROTECTION

BODY BELT & SAFETY STRAP

Your **body belt and safety strap** make up a fall arresting system. This system is designed to support your body weight and position you at an elevated work area (i.e. while working on a pole, ladder placed on strand, or pole steps). It will also allow you to work with both hands safely and comfortably. Your **body belt** can also be used to carry your safety strap, tools, and material to an elevated work area. Make sure you never carry tools **within two inches of the center of your back** – this will prevent injury.

> ➢ ***Remember -*** *you are required to use your body belt and safety strap whenever you work from a ladder placed on strand or pole to your work location.*

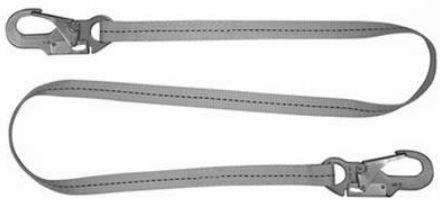
Keep your safety strap attached to your body belt when not in use. Use the following procedure:

- Keep the safety strap attached to the off hand d-ring (left d-ring for a right-handed person, right d-ring for a left-handed person.)
- Keep the double-edged side of the strap's snap on the d-ring close to your body facing outward.
- Keep the single edge side of the strap's snap on the d-ring away from your body with the snap facing inward.
- Always move the single edge side of the strap when belting on and off.
- The double-edged side of the strap should not be moved.

> ➢ ***Remember –*** *the body belt and safety strap are only used when you reach your elevated work location and* ***will not*** *protect you while you are climbing to your work location.*
> ➢ ***The safety strap is used for position. Only*** *place your safety strap around solid objects (i.e. strand and pole). Never place your safety strap around your ladder rung only – this is unsafe!*

BODY BELT THAT FITS

- You are required to use a belt that fits **you properly.**
- You will know that your body belt is sized properly by making sure that the d-rings are even with or up to one inch in front of your hips.
- There should be at least two holes in the tongue of the strap after connecting with the buckle and keeper.
- **Only use a body belt that fits you properly.**



CARE AND MAINTENANCE

Your body belt and safety strap is an expensive piece of equipment. Periodically clean your belt and strap. If used in wet or humid weather, or worn excessively, they require more frequent care.

INSPECT YOUR BODY BELT & SAFETY STRAP DAILY

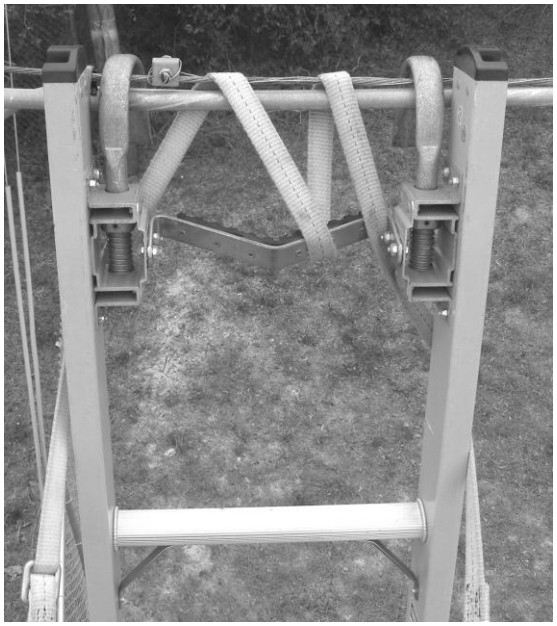
- Body Belt:
  - Inspect excessive wear, and extra or elongated holes in the belt.
  - Inspect all parts for loose or frayed stitching, signs of rot, cuts, tears, and abrasions.
  - Inspect all metal parts for rust, corrosion, stress cracks, excessive wear, excessive bends, electrical burns, and loose, bent, or missing rivets.

- Safety Strap:
  - Inspect for excessive wear, and extra or elongated holes in the strap.
  - Inspect all parts for loose or frayed stitching, signs of rot, cuts, tears, and abrasions.
  - Inspect all metal parts for rust, corrosion, stress cracks, excessive wear, excessive bends, electrical burns, and loose, bent, or missing rivets.

☎ Check your safety strap for wear at all friction points, and if they are worn seriously the strap will look frayed or raveled. **Report it to your supervisor and have a safety strap in this condition replaced immediately.**

The 1-1-1 BELTING OFF METHOD FROM A LADDER

Belting Off To Strand



1. Adjust the safety strap to the maximum length available.

2. Wrap the safety strap against the outside of the ladder rail.

3. Then proceed to position the safety strap under the plant and ladder strand hook.

4. Next, place the safety strap over the strand and pull the safety strap toward your belly and between the pole brace and the first ladder rung.

5. Lastly, place the strap over the plant and around the opposite ladder side rail then connect the locking snap-hook to the opposite d-ring of your safety belt.

6. Reverse the procedure to descend the ladder.

Belting Off To Pole

1. When belting off to a pole –wrap the safety strap around the left side rail of the ladder. Hold on to the pole with your right hand.

2. Then pass the safety strap around the pole to your right hand and hold on to the pole with your left hand.

3. Next, wrap the safety strap around the right rail of the ladder.

4. Lastly, connect the strap's locking snap hook to the right d-ring of your safety belt.

5. Lean back and adjust the safety strap so that you are positioned in the center of the ladder and can reach the tap without leaning.

6. Reverse the procedure to descend the pole.

In the event your safety strap is not long enough when fully lengthened, make sure at least one of the ladder rails is wrapped with the safety strap. <u>Always</u> make length adjustments on the ground and not on the ladder.

Note: *<u>Never</u> trust the sound of the snap hook connecting to the d-ring!*
<u>Always</u> visually make sure it is secure!

How to shorten the length of the safety strap to the most comfortable position:

1. Before ascending the ladder, place the instep of your feet (the space between the heel and ball of your foot) at each side of the center of the pole.

2. Wrap the strap around the pole connecting to the opposite d-ring and lean back.

3. Place your elbows at your side and your hands together in a clap or praying position.

4. Keep your elbows at your side and bring your forearm and hands toward the pole. The tips of your fingers should come in contact with the pole.

5. Make any necessary adjustments that you need to ensure that you will be comfortable and able to work.

CHAPTER 7: EYE PROTECTION

Why do we require you to use eye protection?

- Eye protection protects **your** eyesight
- The average eye injury costs **over $5,000** in workers' compensation and medical bills.
- Ninety percent of eye injuries are **preventable.**

HOW DO YOU KNOW THAT YOUR GLASSES ARE SAFETY GLASSES?

All glasses manufactured since 1972 must be made of impact resistant materials by law. ***Safety eye protection*** has to meet stricter standards (created by ANSI) and must be marked Z-87. This marking will be found on the frames of **all safety eye wear.**

Caring for your eye protection

Take care of your safety eye protection. *Inspect them daily!* Clean your eye protection with soap and hot water; store them in a safe place. Your toolbox is not a good place to store your eye protection because they can be damaged easily.

When do I have to use safety glasses and/or goggles?

The most common situation to use safety eye protection are:

- When climbing
- When working on or near tap with wires, tags, etc. hanging down
- When hammering
- Using power tools
- Drilling
- Scraping
- When working where dust is blowing around
- When working near tree branches, near shrubs, and thorn bushes
- Any situation where the possibility of an eye injury is present

What can happen if I don't wear eye protection?
There are many things that happen to your eyes while working.

⇒ Tree branches blown by wind hit your eyes
⇒ Loose cable wire hits your eye while performing disconnect or climbing
⇒ Flying insect flies into your eye
⇒ Debris from cable wire pops up into your eye while preparing a connector
⇒ Debris from cutting tag off of wire pops into your eye
⇒ Tie-wrap hits your eye while cutting off the end
⇒ Bungee cord snaps into your eye while tying off or untying ladder
⇒ Shrubs, tree branches, or bushes pop into your eye while walking to rear easement
⇒ Any number of other things

The consequences of something getting in your eyes can be as minor as a speck of dust that can be blinked away or a piece of debris that can cause major eye damage and possibly blindness. Additionally, the reflex of reaching for your eyes when something comes in contact can cause other accidents. **Why risk it?**

CHAPTER 8: REMOVING AN AERIAL DROP SAFELY

Periodically, you may be required to remove an aerial drop. When removing an aerial drop it is important to follow a sequence to prevent accidents.

First, check the traffic situation so that you do not put yourself in harm's way since many drops go across a street or roadway. The busier the street or roadway, the more risk is involved with traffic. Exercise caution so as not to cause the drop to fall on a passing vehicle or become entangled on a passing vehicle.

In preparation, set **both** your extension ladder **and** your step ladder in position before attempting to remove the drop.

- **Always disconnect the drop at the house first, then at the mid-span or tap location.**

- **If this is IMPOSSIBLE (and we mean impossible – the choice should always be to remove the drop from the house first)**

DANGER – this method is not the best method – position the ladder on the opposite side of the strand that is facing the house that you have to disconnect. **As you climb the ladder you will notice the drop sag and the tension lessen. If the conditions are right the drop cable will be slack and you will be able to cut the drop at the span clamp once you belt off properly.**

☎ If the condition includes multiple drops being attached to the same area of the strand (as the drop you are removing), visually check the condition of the other drops. If they do not become tight or taut when you place your ladder on the strand you can climb the ladder. **If they do – do not climb the ladder – remove the drop from the house or call your supervisor.**

In rare instances you may require a second person to assist by flagging or stopping traffic on a VERY busy street or roadway. When this situation occurs, consult your supervisor for the needed assistance.

If you have read and understand all the procedures and processes presented to this point, you are ready to *safely* perform the field work. The next page is a summary of safety procedures. Also, be sure to check out the *"Disconnect Specs"* and the *"Tip Sheet – Disconnects"* in the Appendix.

CHAPTER 9: DEALING WITH DOGS

In the course of performing your job at Makotek, it is inevitable that you will encounter situations where one or more dogs are present. Often dog bites occur as a result of people reacting incorrectly when approached by a dog.

There are 2 things you can do to avoid dealing with a dog in the yard

1) Look for an alternate way to get to the pole or pedestal such as a neighbor's yard
2) Come back later when the dog is not present or the owner can put the dog away

If you are approached by a dog do the following

- Stop and remain completely still
- Use non-threatening actions
- Avoid direct eye contact
- Speak to the dog gently
- Allow the dog to sniff your hand with your fingers curled under

Dogs, by nature, tend to protect their territory. If they sense that you are a threat you may risk being attacked. Avoidance is the best way to deal with a dog, but if you do encounter a dog it is important that you know how to handle the situation.

For more comprehensive information watch the Makotek Training Video "Dealing with Dogs"

SAFETY SUMMARY

Driving your vehicle

⇒ Always wear your seat belt
⇒ Do not text, read maps, use your cell phone, or look at your computer while driving
⇒ Look behind your vehicle to check for people or obstacles before backing and back into parking spots whenever possible such as in an apartment complex.
⇒ Stay FOCUSED on driving

Parking your vehicle

⇒ Always park in the direction of the flow traffic, never facing oncoming traffic.
⇒ Turn on your flashers.
⇒ Place your cones to properly channel traffic away from your vehicle.
⇒ Do not park in driveways unless on a primary road or with resident's permission.

Ladder Use

⇒ Inspect your ladder before each use. Look for cracks or excessive wear on the rails. Check rungs for looseness, bending, and slippery residue. Make sure hardware is securely attached to the ladder and that the v-rung, hooks, and feet are functioning properly. Look for excessive wear and fraying on the rope.
⇒ Secure ladder properly on your vehicle with chain and lock and appropriate tie-downs. Do not use coaxial cable or ground wire to tie down your ladder.
⇒ If your ladder extends more than 1 rung beyond the rear of the vehicle, attach an orange warning flag or a safety cone.
⇒ Use leverage loading and unloading the ladder and use proper lifting techniques to avoid back injury.
⇒ When carrying your ladder through low-hanging branches or wires, use the d-ring method or shoulder method.
⇒ Inspect your work area before placing the ladder
⇒ Place your ladder so that the feet are as level as possible
⇒ First choice for placing the ladder is ***field side/strand*** and make sure that both the top and the bottom of the ladder are secure before climbing. Turn the ladder feet cleats downward on potentially slippery surfaces such as grass, mud, snow, or ice.
⇒ Use the 4:1 ratio when placing the ladder on the strand, pole, or against a building.
⇒ Keep hands and feet clear when raising/lowering ladder and *never* try to move the ladder while it is extended.
⇒ Always wear your hard hat, body belt/safety strap, eye protection, reflective vest, and approved work boots while handling and climbing the ladder.
⇒ Maintain 3 points of contact while climbing the ladder (1 hand – 2 feet, 2 hands – 1 foot) and don't carry items in your hands while climbing.
⇒ Never stand on the top 2 rungs or the above the third rung from top of the ladder.
⇒ Do not use a folded step ladder as a straight ladder and make sure the spreaders are locked before climbing a step or combo ladder.

Avoiding Electrical Shock

⇒ Test your voltage detector and multi-meter before each use!
⇒ Always check for voltage before touching the cable line using your voltage detector
⇒ If you detect voltage, verify with your multi-meter
⇒ If you verify there is electricity on the cable line DO NOT TOUCH and call your supervisor immediately

Fall Protection and Eye Protection

⇒ Use the proper size body belt to fit YOU and wear the body belt/safety strap *each* time you climb the ladder against the strand or the pole.
⇒ Inspect your equipment before each use and adjust the safety strap on the *ground only*.
⇒ Belt off to the strand and the pole using the proper method for each. Visually check to make sure snap is connected to d-ring.
⇒ Inspect your eye protection daily and clean regularly.
⇒ Always wear eye protection when the possibility of eye injury is present.
⇒ When removing an aerial drop, always disconnect at the house first.

Dealing with Dogs

⇒ Exercise caution if a dog is present
⇒ Seek alternative access to the pole or pedestal
⇒ Come back later that day when someone is home or when the dog is not present

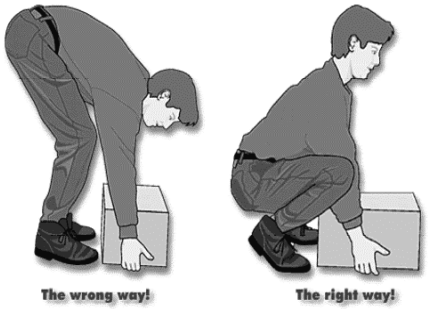
Strive to maintain a "Safety First" attitude!

CHAPTER 10: PROPER LIFTING TECHNIQUE

Improper lifting is one of the main causes of back strain and injury. Bad form when lifting, even something small, can cause unnecessary stress on your back and make it more prone to injury.

Three common mistakes made in lifting are

1) Using the wrong muscles
2) Lifting an object too far from the body
3) Twisting while lifting



You should always bend your knees when lifting anything from the floor or the ground so you have a solid foundation for your spine. Keep your trunk vertical when bending down and lifting something.

A horizontal trunk can put pressure on the lower back that can compromise a disc or sprain or strain a back muscle.

Get close to what you are lifting, it decreases the pressure on your spine. Start with the center of the weight of the object no more than 8 inches from your body. Lift the object with your back straight using your leg and buttock muscles.

Another important guideline to follow is to limit twisting when lifting. This adds more force to your back. If you must turn when lifting, pivot your feet instead of twisting your back. In addition, always be sure of your footing. A sudden change in footing or a trip can cause enormous amounts of added stress on the back.

Always use both hands when lifting and lift slowly and deliberately. The ideal situation is to have someone or something to help you when lifting, but if that's not possible, follow all the above listed guidelines to minimize your risk of injury.

Following is a review list of dos and don'ts when bending and lifting:

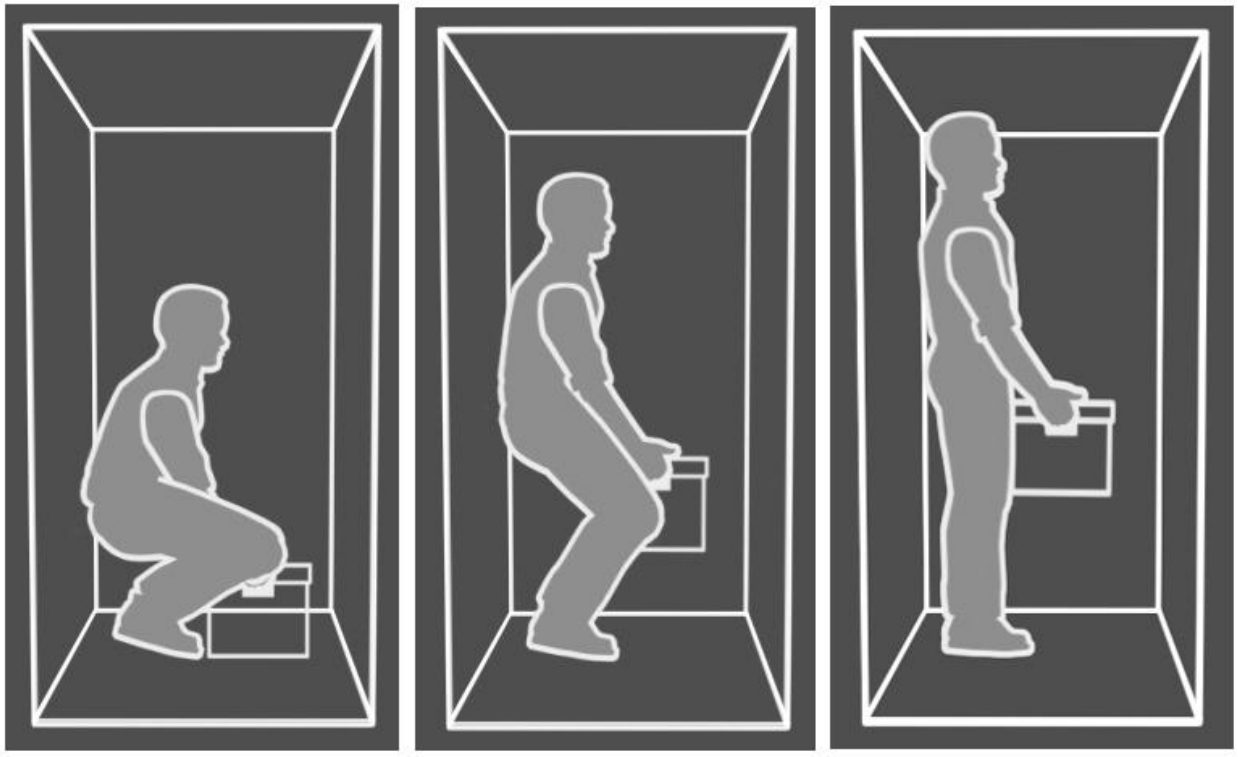
Don'ts

- Don't lift things when your feet are too close together. If your feet are closer than shoulder width you'll have poor leverage, you'll be unstable, and you'll have a tendency to round your back.
- Don't lift with your knees and hips straight and your lower back rounded. This is the most common and stressful bad lifting move. Twisting the trunk during this bad move compounds the problem.
- Don't tense and arch the neck when lifting. This crams your neck joints together and causes pain especially if maintained for a long period of time.
- Don't lift and/or carry an unbalanced load.
- Don't lift and bend too much in a short period of time.

- Don't lift objects that are too heavy for you.
- Don't lift heavy objects directly following a sustained period of sitting, especially if you have been slouching.
- Don't lift things overhead with your neck and back arched, if possible.

Dos

- Do place your feet and knees at least shoulder width apart or front to back in a wide-step position. This will help you bend at the hips, keeping your back relatively straight and stress free.
- Do lean over or squat with the chest and buttocks sticking out. If you do this correctly, your back will be flat and your neck will balance in a relaxed neutral position.
- Do take weight off one or both arms if possible. When you squat down or push back up, use your hand or elbow as support on your thigh or any available structure. This takes some of the compression and strain off of the lower back.
- Do balance your load on either side if possible, or switch sides so that both sides are equally stressed.
- Do level the pelvis or tuck in your buttocks and suck in your abdomen, when reaching or lifting overhead. Keep your chest up to keep the low back and neck in neutral alignment.



CHAPTER 11: CUSTOMER SKILLS

So far we have dealt mostly with the technical and safety aspects of your job. Now we move into one of the finer parts of your job, interacting with customers, which is a vital part of the job. Our ***most successful*** technicians are those who interact with ease with all customers.

The customer's first impression of you will usually determine how they respond to you. For this reason, it is important for you to be perceived as a technician that is professional in appearance and interested in doing a good job.

Be sure to read the "Tip Sheet – Collections" and the "Tips for Maximizing Your Collections Route" in the Appendix.

What customers expect from you

- Professional appearance. (Refer to Makotek Dress Code)
- Trustworthy – They want to know that you are an **authorized representative** of the cable company. This begins with your vehicle being properly marked with signs and a clearly visible I.D. badge identifying you.
- Respect – Always treat the customer the same way you *would like* to be treated. This includes his/her property. If you enter the customer's home, be sure wear "booties" and exercise care as not to accidentally break anything.
- Friendliness – That's *friendly,* NOT *familiar.* Always refer to the customer by Mr. or Ms. (*Last Name)*. It is inappropriate to refer to the customer by first name without their permission. Be pleasant but remain within the scope of your job. Even if the customer uses profanity in the conversation or becomes irate, it is not acceptable for you to use profanity.
- Always be polite – Words and phrases such as *Sir, Ma'am, Please, Thank-you, You're welcome, I understand, etc*... will go a long way towards keeping the situation under control.
- Remain calm – Occasionally, a customer may become irate and/or argumentative. They may even verbally attack you. Never take it personal, they don't know you. You are simply there to do your job and if you have followed the above items, these occasions will be rare. Always keep your cool and if the situation appears to be getting out of control simply say something like *"Sir/Ma'am, have a nice day,"* and leave the premises immediately. You can always come back later.
- Never argue or become confrontational with the customer. It is often best to simply repeat your purpose for being there, such as *"Yes Sir/Ma'am, I have a work order to disconnect your cable service, I just wanted to check with you first, to see if you want to pay it rather than have it disconnected."*

Once you have completed the transaction always be sure to leave the customer with a pleasant *"Thank you. Have a nice day."* Remember to remain professional yet, friendly.

APPENDICES

A Approved Technician Appearance

B Technician Equipment List

C Technician Assessment

D Tips for Maximizing Your Collections Route

E Tip Sheet – Collections

F Disconnect Specs, Tip Sheet – Disconnects

G CPE identification

H Basics of using Jumpstart

I Summary of the Fair Debt Collection Practices Act

J Summary of the Cable TV Privacy Act of 1984

K Written Certification Quiz

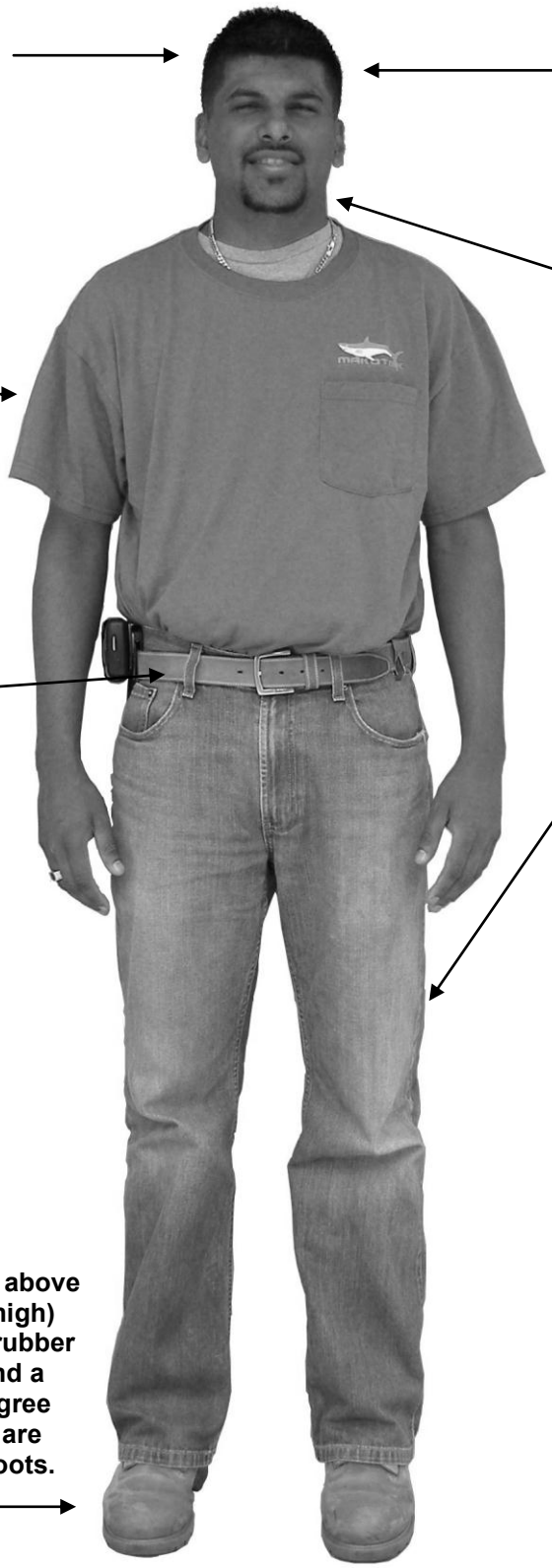
L Makotek Awareness Tips

M Makotek Managers Basic Safety Program

N Acknowledgement of Receipt

Appendix A

Approved Technician Appearance



Neat hairstyles are necessary
Hair cannot fall below the bottom of the employee's shirt collar

Hats, sweatshirts, sweaters and/or jackets may only have the logo of Makotek or our client; otherwise they must be logo free
Hoodie sweatshirts are not permitted

Beards mustaches and sideburns must be neatly trimmed
Earrings worn by employees cannot be excessive
No facial jewelry or tongue rings are permitted

Clean, non-torn uniform shirt neatness and cleanliness are necessary at all times

Pants and shorts must be worn at waist level and cover any undergarments

Field employees must wear clean, non-torn or patched jeans or standard uniform pants. Pants or jeans must not be faded , ragged or too tight

Shorts may be worn only when permitted by the client and only from June 1st to September 1st unless otherwise approved by a VP

Work boots must cover 1" above the ankle (or at least 6" high) and have leather uppers, rubber soles, safety shanks, and a minimum 1/2 inch 90 degree heel. Only laced boots are acceptable, no slip on boots.

FIELD COLLECTORS – FOOTWEAR

Employees in “collections-only” positions must comply with company policy for the Approved Technician appearance. However, as an exception, alternative footwear is permitted.

I) Acceptable Shoe Styles:

Dress and casual shoes are permitted for employees whose job title is collector and they do not perform disconnects.

Dress shoes are characterized by smooth and supple leather uppers, leather soles, and narrow sleek figure. Casual shoes are characterized by sturdy leather uppers, non-leather outsoles, and wide profile.

The majority of dress and casual shoes have an upper covering, commonly made of leather, enclosing the lower foot, but not covering the ankles. This upper part of the shoe is often made without apertures or openings, but may also be made with openings or even itself consist of a series of straps, e.g. an open toe featured in women's shoes.

1) Hiking shoes or boots: usually have a high somewhat stiff upper with many lace eyelets, to provide ankle support on uneven terrain, with extra-large traction on the sole. Excludes cross-training styles designed to mimic athletic shoes. Style is acceptable in shades of brown, black, grey, tan and natural green.

2) Oxfords (also referred as "Balmorals"): Leather top casual dress shoes, with or without laces. Style is typically constructed with a rubber or wooden sole. Style is acceptable in shades of black, brown and grey.

3) Blüchers (American), Derbys (British): the laces are tied to two pieces of leather independently attached to the vamp; also known as "open lacing" and is a step down in dressiness.

4) Monk-straps: a buckle and strap instead of lacing

II) NOT Acceptable Shoe Styles:

1) Athletic Shoes - sneakers, canvas shoes, tennis shoes, etc.

2) Boat shoes, also known as "deck shoes": similar to a loafer, but more casual.

3) Slip-ons with no lacings or fastenings; i.e. loafers, sandals and flip flops.

4) Open Toe Shoes – any shoe that does not completely cover the toe.

5) All others not listed under acceptable shoe styles.

Appendix B

MAKOTEK

Specific Safety Items

Work boots: must have a 1/2" heel and a 90 degree angle. They must also be 6" high from the top of the sole.

Hard Hat: ANSI compliant w/ no decals.

Traffic Vest: with reflective material

3 - 28" Traffic cones
With reflective tape

36" X36" sign with support stand

General Tools

***Voltage detector / Multi meter**

***Pocket toner**

***Fire Extinguisher with gauge**

***First Aid Kit/ Eye wash**

***Work Gloves**

***Safety Glasses**

***6' Fiberglass ladder**

***28'/32' Fiberglass ladder with V-Rung and Hooks**

***7/16" wrench**

*** Standard/ Philips Screw driver**

*** Pliers**

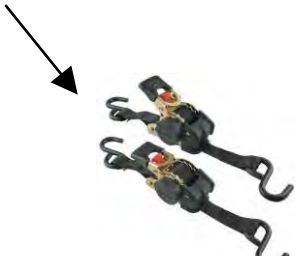
***Wire Cutters/Side Cutters**

***Active cell phone**

Truck Accessories

Ladder Rack: It must be metal and rigid. It needs load stoppers and must look professional

2 – Ratchet tie down straps: Cannot be bungee or any other type of tie down



Chain/Padlock or Steel Cable Lock

Strobes (portable or installed)

Appendix C

Technician Name: _____

Offc _____

Tech Number: _____

TECHNICIAN ASSESSMENT

Date: _____

Inspector: _____

Work Assigned:

Non Pay ☐ Vol Disc ☐ Installs ☐

Rev 0312

All Parts

New Hire ☐ 10 Day ☐ Annual ☐

Part I & II

Quarter ☐

I) Personal Protective Equipment and Tool Inspection Form

	Item	Standard	Pass	Fail	NA
Hard Hat	ANSI Compliant	ANSI Class E sticker inside helmet (Class E was formally class B)			
	Cracks, dents, gouge	Zero accepted			
	Heat Exposure	Replace if shows signs of exposure to heat, chemicals or ultraviolet light.			
	Decals or marks	Zero accepted (ANSI Sticker inside allowed)			
	Suspension system	Replace If worn, any part broken, or does not hold shell away from head.			
	Straps	Frayed or missing, replace			
Glasses	ANSI stamp is visible	Z 87			
	Lenses	No deep or excessive gouges, must see unobstructed			
	Lenses, security	Must be secure in the frame, not loose			
	Temple rests	No cracks, or sharp edges			
Gloves	Material	No holes, or tears, in leather or cloth			
	Seams	All stitching intact and seams secure			
	Gauntlet	Secure to glove and no tears			
Boots	Heel ,height	Minimum 1/2 inch heel (1" preferred)			
	Heel, shape	90-degree angle where the heel meets the sole			
	Uppers	Penetration resistant material, no tears or holes, min 6 inch rise from top of sole.			
	Seams & Eyelets	Intact, no broken stitching tears			
	Shoelaces	Not frayed or broken			
	Soles	Strongly attached to boot, no breaks or holes, with shank			
Other PPE	Ladder Rack	Secure, tight and road safe.			
	Traffic Cones	3 cones with reflective tape at least 28"			
	Stobe Light	Functional high Intensity Amber Strobe that can be seen 360 degrees around vehicle			
	Work Ahead Sign	36"x36" Utility Work Ahead Sign - Either Stand Alone or Vehicle Mounted			
	Voltage Detector	Operational and available. Test to verify works on non contact & has audible alarm			
	Volt Meter	AKA Multimeter - Test to verify operational.			
	Fire Extinguisher	Charged and operational			
	Traffic Vest	Reflective			
	First Aid Kit	Eye wash, band aides, and bandages. Well stocked			
	Rachet Strap (2)	Not frayed or broken. Minimum of 1" nylon.			
	Chain and Padlock				
	Cell Phone	Operational and available			
	Driver's License	Valid and available			
	Vehicle Insurance	Valid and card available			
Power Tools	Drill(s)	Power cord free of cuts and fraying			
	Drill(s)	Plug ground intact (if corded)			
	Drill(s)	Functioning Properly			
	Drill(s)	Does housing have cracks/burn marks.			
	Extension cord	Extension cord - any cuts or fraying			
	Sig Level Meter	Charging cord intact?			
	Sig Level Meter	Functioning properly. Turns on/off			
Hand	Shovel/Wedge	Check shovel handles for splinters etc			
	Knives	Retractable knives in good working order			
	Flashlight	Flashlight working properly			

Comments:

Score (enter "Pass" or "Fail"):
Fail - If any item is removed from service or is not available.

Inspector Signature _____ Manager Signature _____

Technician Name: _____ **TECHNICIAN ASSESSMENT** Rev 08/12

II) Ladders, Belt & Other

Extension Ladder Inspection

	Item	Standard	Pass	Fail
Feet	Rivets	All present and tight		
	Rubber Soles	No tears or missing		
Hardware	Rail Guides	Not bent and engaging in fly section		
	V Bar	Rubber in place, not bent		
	Pawls/Rung Locks	No cracks or loose, engage each rung		
	Hooks	Good working order/no cuts in aluminum		
	Rope & Pulley	No excessive wear, fraying or rot. Pulley in good working order.		
Rails	Cracked	Zero cracks are acceptable. By definition a crack goes through rail (visible front & back).		
	Rivets	All present and tight		
	Dents	Maximum 1" long, 1/16" deep		
	Chips	Maximum 1" x 1", 1/32" deep		
	Pin Holes	Maximum 1/32" x 1/32"		
	Weathering	Glass fibers become exposed and become to difficult to handle		
	Gouges	Maximum 5/8" square		
	End Caps	Present and engaging the base section		
	Warped	Maintaining rail guide contact and end cap engagement		
Rungs	Cracked	Zero cracks acceptable		
	Bending	Only acceptable are dimpling on rung that pawls rest on for storage		
	Looseness	Zero loose rungs are acceptable		
	Wear	Non slip rungs are worn completely off		

Step Ladder Inspection

Feet	Rivets	All present and tight		
	Rubber Soles	No tears or missing		
Rails & Hardware	Scratches	Maximum 1/32" depth		
	Dents	Maximum 1" long, 1/16" deep		
	Chips	Maximum 1" x 1", 1/32" deep		
	Pin Holes	Maximum 1/32" x 1/32"		
	Weathering	Glass fibers become exposed and become to difficult to handle		
	Gouges	Maximum 5/8" square		
	End Caps	Present and engaging the base section		
	Warped	Maintaining rail guide contact and end cap engagement		
	Cracked	Zero cracks acceptable. By definition crack goes through rail (visible front and back)		
Rungs	Cracked	Zero cracks acceptable		
	Bending	Only acceptable are dimpling on rung that pawls rest on for storage		
	Looseness	Zero loose rungs are acceptable		
	Wear	Non slip rungs are worn completely off		

Belt & Strap Inspection

Climbing Belt	Cuts, Tears and Wea	Zero acceptable, inspect using roll and twist method		
	Belt Fit to Tech	Does belt fit employee.		
	Enlarged holes	If fraying is visible or holes are elongated, replace		
	Extra holes	Zero acceptable		
	Dee Ring	Cracks, bends or attachments, zero acceptable		
	Dee Ring, pivot test	Lay belt flat and lift ring. Must not move more than 90 degrees		
	Leather Belt - Conditio	Must be soft and pliable		
	Leather Belt - Stitchin	Must be intact throughout		
7ft Lanyard	Cuts, Tears and Wea	Zero acceptable, inspect using roll and twist method		
	Enlarged holes	If fraying is visible, replace		
	Extra holes	Zero acceptable		
	Steel Guard End	Free movement of buckle &snap hook		
	Buckle	All parts (tongue, roller and rivets) must be in working order		
	Sliding Strap Loop	Must be intact and not stretched		
	Snap Hooks	No cracks, fracture or distortion of shape		

Other - Security

Other Tools	Toner	Operational and available		
	Security Keys	All keys issued on hand and available.		
	Terminator Tool	Operational and available		
	Trap/Shield Tool	Operational and available		
	Nextel Radio	Operational and available		

Comments:

Score (enter "Pass" or "Fail"):
Fail- If any ladder is removed from service or not available

Technician Name: _____ **TECHNICIAN ASSESSMENT** Rev 08/12

III) Technician Field Assessment

	Standard	Comments	Pass	Fail	NA	Area
Vehicle	Truck properly marked with Makotek Signs					
	Work orders, PII secured and PCI compliant ie. no written credit card number)					
	Truck clean of trash?					
	CPEs (i.e. converters, EMTAs, modems) secured and out of weather					
	Remotes, cords and power supplies - organized and secured					
	Cable supplies orderly and not excessive					
	Overall - Vehicle (pass if 1 or fewer fails)					
Job Prep	Does appearance comply with Dress code					
	Vehicle parked properly - i.e Cones, road sign, amber light properly used?					
	Is the ladder secure on the vehicle?					
	Visually inspect the pole and surrounding area for hazards?					
	Was PPE worn properly during initial set up?					
	Does tech carry the ladder Safely and Securely?					
	Set up on field side first if it was available (If the pole is on a main st)?					
	Are the feet of ladder placed properly on the asphalt or grass?					
	Properly secure the ladder hooks on the span?					
	Set the ladder at the 1:4 ratio for safety?					
	Ladder is in a safe position while using V-Rung?					
	Overall - Job Prep (pass if 1 or fewer fails)					
Ladder Climb	Raise ladder properly with hands and feet are free of potential danger?					
	Use the 3 point climb method to the top of the ladder?					
	Stay below the top 3 rungs of the ladder?					
	Does tech secure their safety strap in a safe position while climbing?					
	Properly belt off to the strand?					
	Does tech complete at least 1 loop around the ladder & pole w/strap?					
	Lower ladder properly with hands and feet are free of potential danger?					
	Was PPE worn properly during ladder climb?					
	Have a good comfort level with the process and all of the equipment?					
	Overall - Ladder Climb (pass if 1 or fewer fails)					
Non Pay Collection - Field	Did the tech meet you at the time that was arranged prior?					
	Are the work orders routed secured on a clipboard or binder?					
	Does the tech use a navigation/map system to assist in routing?					
	Did the tech run the same work orders multiple times today?					
	Does the tech start with the full balance at the door?					
	Does the tech offer to work with customer for payment? (arrangements)					
	Does tech get equip and mark it as hostage if arrangements are made?					
	Does tech keep money collected secured?					
	Does the tech have good communication skills with customers?					
	Does the tech document times on work orders?					
	Did the tech contact dispatch every hour or with no more than 3 jobs?					
	Did the tech seem comfortable with the route and routing?					
	When tech is making appts does he give a time slot (i.e. Fri 3 - 5 pm)					
	Does tech keep appointments organized in a folder or another method?					
	Does the tech stay alert at the customers door for dogs or problems?					
	Does tech have the customer sign work order when contact is made?					
	Does the tech park properly not blocking driveway and under pole?					
	Does tech complete and use door tags that comply with the FDCPA?					
	Does the tech drive recklessly?					
	Overall - NP Field Collection (Pass if 3 or fewer fails)					
Equip	PPE - Carry Over Score from Part I					
	Ladder, Belt & Other - Carry Over Score from Part II					

Comments:

Score: Above - Pass ALL areas; Below - Fail 2 or more areas

Technician Name Print & Sign _____ Date _____

Inspector Name Print & Sign _____ Date _____

If an employee's overall score is a "fail", the employee is subject to being placed on the reduced pay scale (i.e. Level 2 pay) for 4 weeks.

Appendix D

Tips for Maximizing Your Collections Route

- You should work approximately 35 work orders per day, depending on the area covered.
- Run your complete route once through and then take a break.
- During your first complete run-through of your route you should make contact with an average of 4 to 6 customers (payments, vacant, “no-money” or arrangements.) For those with whom you do not make contact, place something against the door that the customer would have to move. This could be a newspaper, doormat, news flyer, or anything that is handy and non-threatening. On your second and/or third trips by that house, you will be able to notice if someone has come home.
- After a break you can begin your second run-through after 3:30 p.m. You should have approximately 25 work orders and move through them faster because you are more familiar with the location and for those you notice are still not home you won’t have to go to the door. You should make contact with an average of 6 to 10 more customers up to 6 p.m.
- Your third run-through should begin about 6 p.m. and you should have around 17 or less work orders left. It may be dark or approaching dark but you will find the houses easily since you have been to each one twice already. You should make contact with half or more of the remaining orders because this is PRIME TIME!
- Next morning you should run the few remaining work orders and THEN mix in your fresh work orders and begin the same process again.
- At time of disconnect, leave a door hanger with the appropriate boxes check and your cell phone number so you can be reached for a restart or to pick up equipment.

This process allows you to make contact with a high percentage of customers each day. You should complete at least 15 jobs per day (90 per week) with high save, equipment and contact rates.

Once contact with the customer is made, always strive to leave with either a payment, partial payment, equipment, or “hostage” equipment for the purpose of coming back for payment.

Appendix E

TIP SHEET- COLLECTIONS

- Do not collect from or discuss the account with minors (anyone under 18yrs old).
- Only collect from the customer or their spouse (unless a roommate or other person at the address speaks up and says that they can pay the bill, when you said who you were representing).
- Knock on the door, take a step back, and then position yourself to see the windows and/or light in the peep hole of the door. If someone looks out you will see and acknowledge them. Just wave and say "name of cable company" and usually they will feel obligated to answer the door.
- Sample Phrasing - Collector: "Hi, _____? I'm with the _____ cable company and I have a work order here to disconnect your cable but I wanted to ***check with you first*** to see if you wanted to pay it ***rather than have it interrupted."***
- **Be confident,** and don't hesitate. State why you are there and how you can help them keep their cable service.
- **Be persistent.** It may be easier for them to tell you to turn it off than for them to pay. Many times they will end up paying if you are persistent.
- Always start with the highest dollar amount when dealing with the customer. This leaves room to negotiate & will keep your average collection amount higher.
- When you knock on the door answer the "Who is it?" with – the name of the cable company you are representing.
- When asked why you are there, politely inform them that you have a disconnect order but were knocking as a courtesy to see if they wanted to make a payment. i.e. –"Did you want to make a payment or have the service interrupted?" This puts the ball in their court and they have to answer the question.
- If they request you come back at a later date to pick up the money, tell them you can accept a post dated check. Be sure that the date it is being written for is within the time you are allotted and that you have collected enough if it cycles before that date.
- If customer has no checkbook and wants to make an arrangement with you, document the date, time frame and amount to be paid at the appointment and have the customer sign. Also verify the phone #, in case you have to reach the customer to extend the appointment window. Leave them your cell phone # as well. If you must come back for a payment, always retrieve the equipment ("hostage") and let the customer know that the only way you can leave the service on is by retrieving the equipment and you will return it when YOU come back and receive payment.
- If an appointment is made by phone or in person, leave yourself at least a 2 hour window in order to comfortably fit it into your day.
- If you can't find an address, try calling dispatch. If that doesn't work try someone with map quest (depending on the system) or the property appraiser in your area. If you still can't find the address try a Post Office, Postal Carrier, Fire Dept or Police Dept.
- "Not dones" will not be accepted without complete information as to why not and your tech # written on the order. An excessive number (system specific) of these that another person is able to do will result in disciplinary action.
- ALWAYS wear your tool belt to the door. It helps convince the customer of the need to pay now.
- If a customer states that they cannot pay and chooses to disconnect, have the customer sign the work order and get the equipment.
- If you have customer contact, ALWAYS have them sign the work order.
- Be nice, but be firm.
- Always use Sir or Ma'am. Be polite and courteous. Chances are you will see them again.
- Do not take things personally. Remain positive and upbeat.
- Never argue with a customer.
- Always make sure vehicle and equipment is locked up and secure.

Appendix F

DISCONNECT SPECS

- Verify proper drop.
- Install disconnect tag with info required by system.
- Disconnect the drop from the port.
- Remove all traps and unnecessary splitters.
- Put cap on fitting/terminate ports.
- Remove any additional tags, except address tags.
- Secure ped or lockbox, if you can't, write it on the work order.
- If aerial, wrap it back and tie it.
- Log tag #, time of disconnect, tech # and signature on work order.
- Use shrink boot or other weather protection used by your system.
- Fill out Plant Damage Report for any broken ped, low hanging drop, etc
- Report & log any suspected UA's.

Each system's specifications may differ – you will be notified of local system specifications during training.

TIP SHEET- DISCONNECTS

- Face the disconnect tag with the address side down, so the QA person can read it.
- Carry WD-40 for sticky locks.
- Carry Wasp Spray in case a ped or lockbox has a nest.
- Carry an adjustable wrench for RG-11 drops.
- Carry a pocket notebook with you up the pole so that you have available info in case the drop is not marked.
- Carry toners and a shield tool with you so you can finish the job right then.
- If you are at an apartment building and can't find the taps. Look to see where the hard line cable comes into the building (possibly off the pole) for clues. You could also go the office and tell them that you are from the cable company and need access to the taps.
- If you are in a building that has separate drops for each apartment. You must disconnect at the pole.
- If you need to get into a neighbor's yard to disconnect the cable, knock on the door of that house and tell the people that you need to complete a service call (not a disconnect) and need access to the ped/pole/cable/green box (whichever they understand).

Appendix G

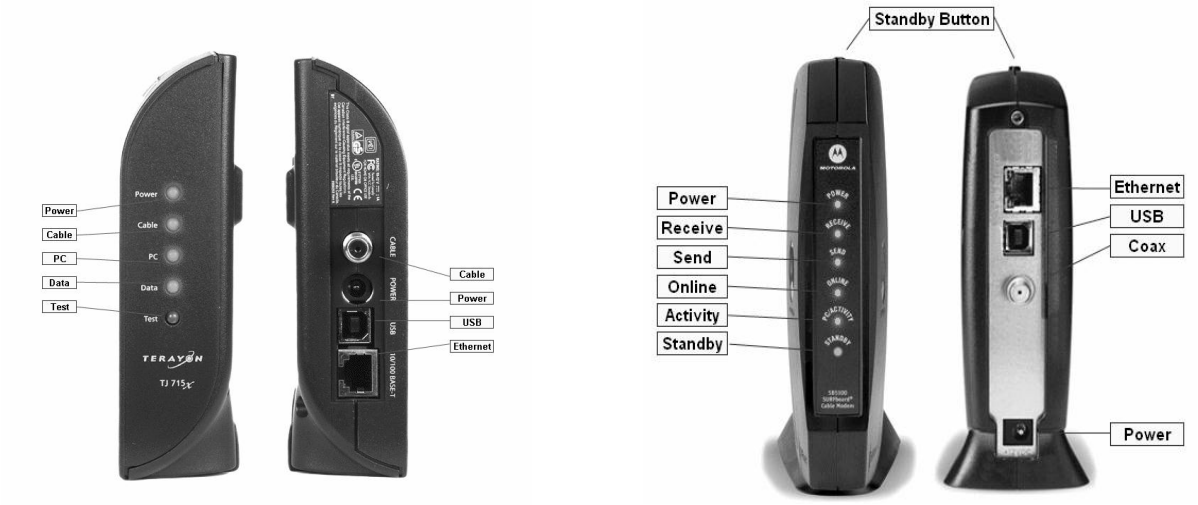
CPE Identification

Cable companies use various types of CPE (Customer Premises Equipment) to provide services to their customers. These include high definition converters, standard definition converters, Digital Transport Adapters (DTA), Ethernet modems, Digital Voice modems (EMTA), and Digital Video Recorders (DVR).

With the varying brands and types of equipment the cable company uses, it is easy for a technician to be a bit confused when indicating the type of equipment being picked up. Following are some tips as to how to correctly identify the type of equipment you are recovering.

Modems

Standard Ethernet Modem



The standard Ethernet modem can be identified easily as having a cable connection, Ethernet connection and USB connection. The standard modem will NOT have a telephone connection. Note however that some modems have built in routers so you will normally see 5 Ethernet ports on those types.

The key to recognizing a voice modem is that it will have 1 or more telephone connections on the back. These look similar to the Ethernet connection but are smaller.

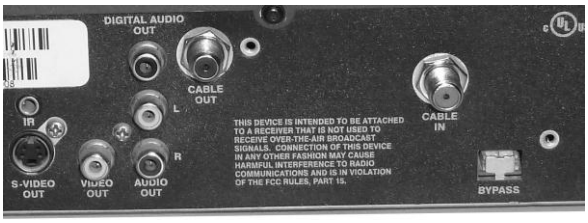
EMTA (Telephone Modem)

Note in addition to the Ethernet connection you will see that there are also RJ-11 (telephone) connections. The telephone connections are smaller than the Ethernet connection.

Converters

Standard Digital Converter

HD (High Definition) Converter


DIGITAL AUDIO OUT
CABLE OUT
CABLE IN
IR
S-VIDEO OUT
VIDEO OUT
AUDIO OUT
THIS DEVICE IS INTENDED TO BE ATTACHED TO A RECEIVER THAT IS NOT USED TO RECEIVE OVER-THE-AIR BROADCAST SIGNALS. CONNECTION OF THIS DEVICE IN ANY OTHER FASHION MAY CAUSE HARMFUL INTERFERENCE TO RADIO COMMUNICATIONS AND IS IN VIOLATION OF THE FCC RULES, PART 15.
BYPASS

A standard digital converter will have a limited number of connections besides the cable connections. You may see audio outputs (left and right) and a video out connection.

An HD converter will sometimes have an HDMI output in addition to additional audio and video connections. In most cases the letters “HD” appear on the converter.

DVR (Digital Video Recorder)

DVRs are available in both Standard Definition and High Definition and there are many models of various ages in customers’ homes. DVRs and HD converters often look identical so you have to look closely to determine if it is a DVR. One way currently to recognize a DVR is to look through the vents in the cover and see if there is a hard drive. You may also recognize a DVR if it has a record button on the front panel or it may have DVR indicated on the front panel.

In some systems a DTA is used. DTA stands for Digital Transport Adapter and it serves the purpose of authorizing video services.

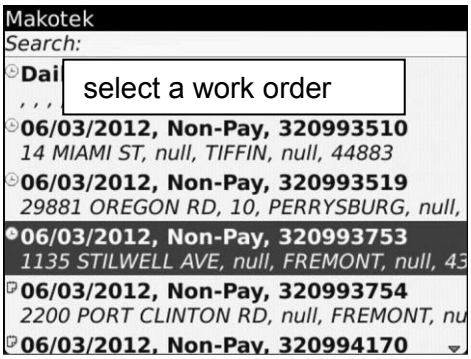
Appendix H

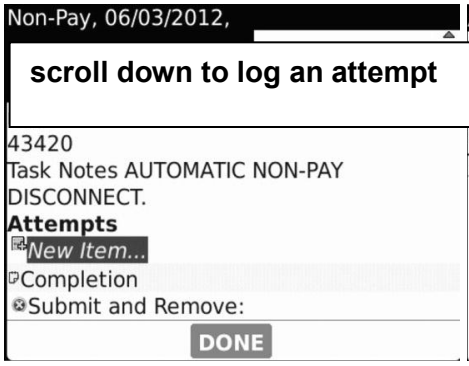
Using the Jumpstart Application

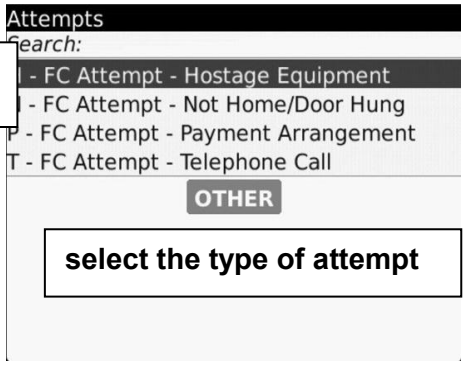
Makotek has partnered with Jumpstart Wireless to utilize an application that allows the technician to receive, complete and send their completed work to dispatch by means of a wireless cell phone.

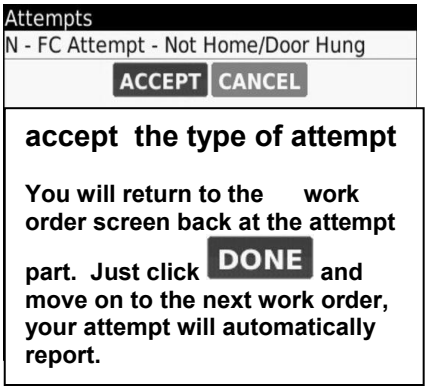
The Jumpstart app saves the tech, dispatcher, and manager time and simplifies the reporting process of the turn-in and client reports. Once Jumpstart is implemented in your system you will be given a username and password to log on with your wireless device. Once you are logged in you can register attempts, record your time and mileage, complete saves and/or disconnects, report equipment pickups, etc.

To complete an attempt

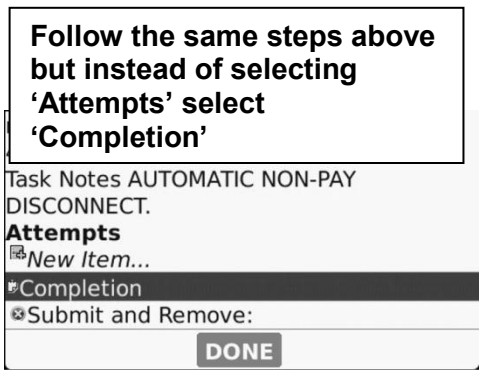


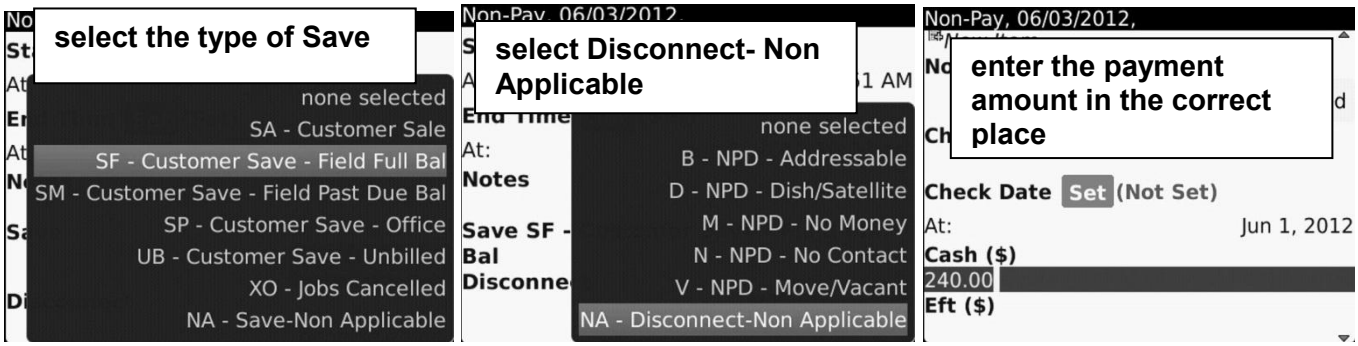



Attempts
Search:
I - FC Attempt - Hostage Equipment
I - FC Attempt - Not Home/Door Hung
P - FC Attempt - Payment Arrangement
T - FC Attempt - Telephone Call
OTHER
select the type of attempt

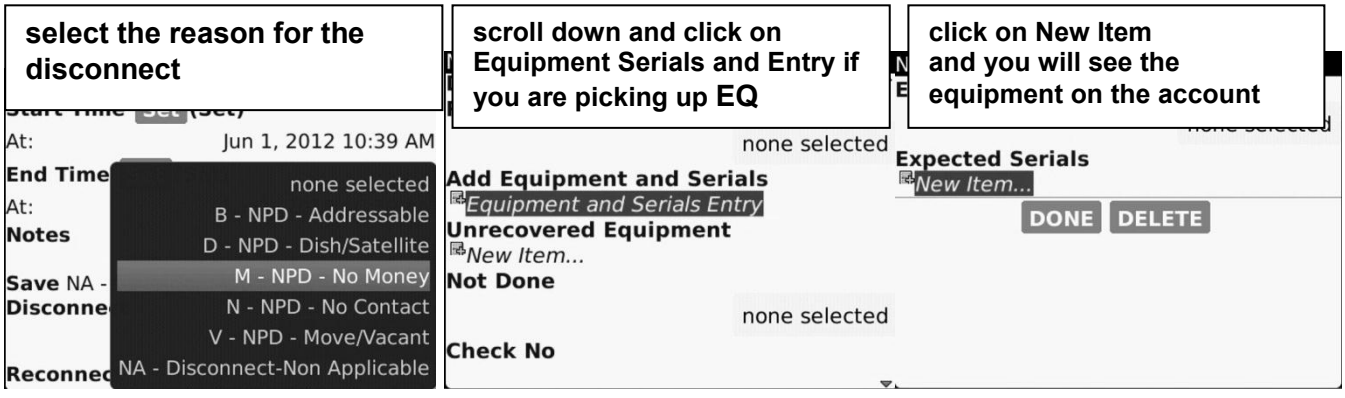

Attempts
N - FC Attempt - Not Home/Door Hung
ACCEPT CANCEL
accept the type of attempt
You will return to the work order screen back at the attempt part. Just click DONE and move on to the next work order, your attempt will automatically report.

To complete a Save




select the type of Save
none selected
SA - Customer Sale
SF - Customer Save - Field Full Bal
SM - Customer Save - Field Past Due Bal
SP - Customer Save - Office
UB - Customer Save - Unbilled
XO - Jobs Cancelled
NA - Save-Non Applicable
select Disconnect- Non Applicable
none selected
B - NPD - Addressable
D - NPD - Dish/Satellite
M - NPD - No Money
N - NPD - No Contact
V - NPD - Move/Vacant
NA - Disconnect-Non Applicable
enter the payment amount in the correct place
Non-Pay, 06/03/2012,
Check Date Set (Not Set)
At: Jun 1, 2012
Cash ($)
240.00
Eft ($)

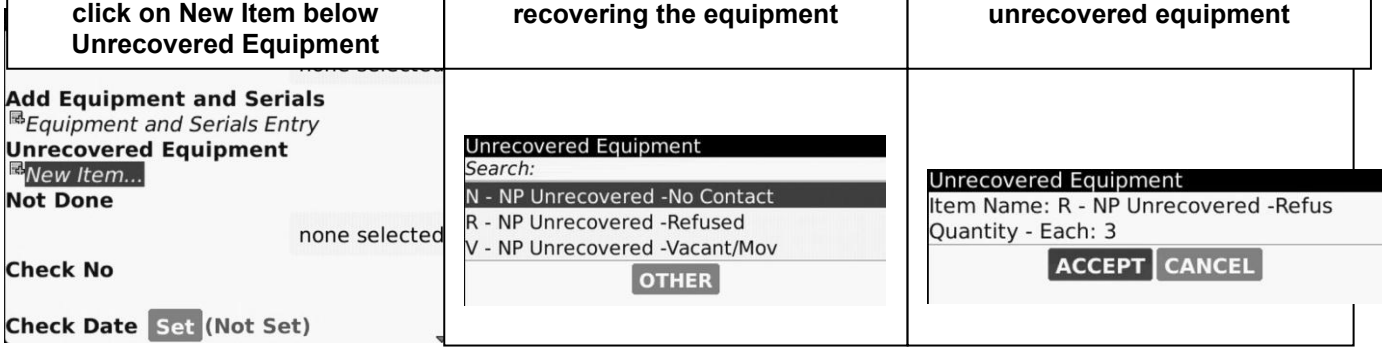
Completing a Disconnect



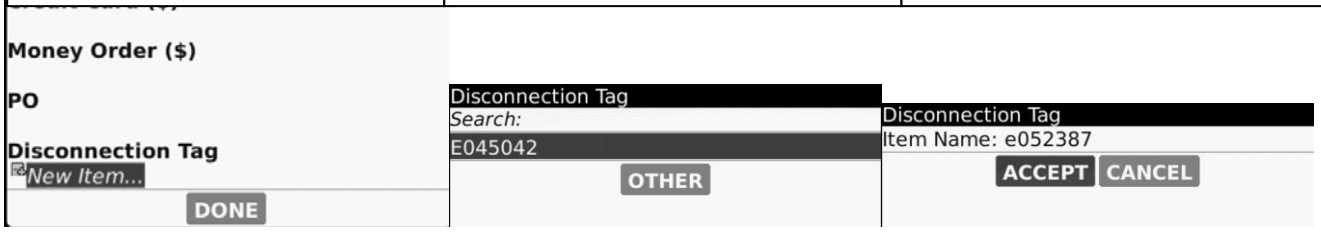
select the first serial number	click Accept to log that serial	next click on None selected

click on the type of equipment	click Done	click Save to log this equipment and repeat the steps for the others

for unrecovered equipment click on New Item below Unrecovered Equipment	click on the reason for not recovering the equipment	enter the quantity of unrecovered equipment



scroll to Disconnection Tag and click on New Item	you will see the tag number on the work order so click Other	enter the disconnect tag number and click accept



Just as with the Saves, once you have entered your Disconnect information click DONE then click Submit and Remove:
Now you will see you are back to your work orders. Click the back button on the phone to return to the main screen

Click on Send/Receive to send that work order and if any have been added to you, to receive those.

As the device sends the work order you will see this pop-up

As it works, move on to your next job.

PRINTING YOUR TURN IN

At check in, rather than typing up all the work you did into an Excel workbook, Jumpstart will have your turn in ready for you to print. You will log in from a computer and go to Reports and you will see your turn in. After you have verified that it is correct and any corrections that needed to be made have been made, you can then print your turn in and follow the rest of your system's check in process.

Search Results (8)(Wilson David - Jul 18, 2012 12:00:00 AM - Jul 18, 2012 12:00:00 AM)

Tech	Name	Date	Customer address Apt#	Zip	Wo#	Zone	Acct#	Start	Stop	Work	Sv Code	Cash	Check	Check No	M. Order	Eff	Charge	Cod	coll. by TWC	Total	PayType	Disc Code	Disc. Tag	Serial	Type	UnType	UnQty
40016	Wilson David	07/18/2012	5872 FIELD LN	45255	614943381	0	453972502	13:03	13:11	0.13	SF	140.00	0.00		0.00	0.00	0.00	135.87	0.00	140.00	P		522044				0
40016	Wilson David	07/18/2012	4300 LONG ACRES DR	45245	614906486	0	458594801	11:24	11:29	0.8	SF	0.00	166.34	6123	0.00	0.00	0.00	166.34	0.00	166.34	P		343040				0
40016	Wilson David	07/18/2012	1040 PAXTON AVE	45208	614929663	0	418734203	00:00	00:00	0.0	SP	0.00	0.00		0.00	0.00	0.00		92.47	0.00	O		899090F				0
40016	Wilson David	07/18/2012	640 DANIEL CT, 1D	45244	614918515	0	459335902	10:42	10:48	0.10		0.00	0.00		0.00	0.00	0.00		0.00	0.00		M	228755	SABFXKQQH 001225D79200	DS MH		0
40016	Wilson David	07/18/2012	570 ANCHOR DR	45255	614879964	0	460483205	13:39	13:44	0.8		0.00	0.00		0.00	0.00	0.00		0.00	0.00		D	379698B				0
40016	Wilson David	07/18/2012	629 RUST LN	45244	614901701	0	459098506	10:08	10:16	0.11		0.00	0.00		0.00	0.00	0.00		0.00	0.00		V	459097H				0
40016	Wilson David	07/18/2012	36 CARRIAGE STATION DR	45245	614918322	0	459851307	11:34	11:38	0.6		0.00	0.00		0.00	0.00	0.00		0.00	0.00		V	457722			V	1
Totals:						0				2.54	3	140.00	166.34		0.00	0.00	0.00	302.21	92.47	306.34		4			2		1

Daily Tech Report:

Tech#	Report date	Start time	Break in	Break out	Stop time	Duration	Start mileage	BreakIn mileage	BreakOut mileage	End mileage	Driven mileage	Notes
40016	7/18/12	09:41	07/18/12 18:15:00	07/18/12 20:05:00	20:23	8:36	195005	195071	195071	195071	66	null

Save summary:

Code	Qty
SF	2
SP	1

Disconnection summary:

Code	Qty
D	1
V	2
M	1

Equipment summary:

Code	Qty
MH	1
DS	1

UnreEQ summary:

Code	Qty
V	3

Appendix I

Summary of the Fair Debt Collection Practices Act

PURPOSE

The purpose of this Collection Act is to eliminate abusive collection practices by debt collectors, to insure that debt collectors that do not use abusive collection practices are not competitively disadvantaged and to promote consistent State action to protect consumers against debt collection abuses.

GENERAL COLLECTION INFORMATION

DO'S

- Only contact (by phone or in the field) customers between the hours of 8am and 9pm, unless you have made specific arrangements with the customer
- Only discuss the account with the account holder or their spouse.

DONT'S

- Do not use or threaten to use violence.
- Do not use profane or obscene language.
- Do not threaten legal action that cannot or is not intended to be taken.
- Do not use false representation or deception in order to collect the debt or obtain information.
- Do not use the name of any other business, company or organization name other than the true name of your business, company or organization.
- Do not deposit or threaten to deposit postdated checks prior to the date on the check.
- Do not accept a check that is postdated for more than 5 days away
- Do not leave specific debt information (amount owed, etc.) on a door hanger, unless it is folded and sealed with the information on the inside.

Summary of the Cable TV Privacy Act of 1984

47 USC Sec. 551 01/24/94
-EXPCITE-

TITLE 47 - TELEGRAPHS, TELEPHONES, AND RADIOTELEGRAPHS
CHAPTER 5 - WIRE OR RADIO COMMUNICATION
SUBCHAPTER V-A - CABLE COMMUNICATIONS
Part IV - Miscellaneous Provisions

-HEAD-

Sec. 551. Protection of subscriber privacy

-STATUTE-

(c) Disclosure of personally identifiable information

(1) Do not disclose personally identifiable information concerning any subscriber and take such actions as are necessary to prevent unauthorized access to such information by a person other than the subscriber or cable operator.

(ii) do not reveal, directly or indirectly, the -

(I) extent of any viewing or other use by the subscriber of a cable service or other service provided by the cable operator, or

(II) the nature of any transaction made by the subscriber over the cable system of the cable operator.

(f) Civil action in United States district court; damages;

attorney's fees and costs; nonexclusive nature of remedy

(1) Any person aggrieved by any act of a cable operator in violation of this section may bring a civil action in a United States district court.

(2) The court may award -

(A) actual damages but not less than liquidated damages computed at the rate of $100 a day for each day of violation or $1,000, whichever is higher;

(B) punitive damages; and

(C) reasonable attorneys' fees and other litigation costs reasonably incurred.

(3) The remedy provided by this section shall be in addition to any other lawful remedy available to a cable subscriber remedy available to a cable subscriber.

Appendix K

WRITTEN CERTIFICATION
Collectors/Non Pay Technicians

Name:_____

1. According to the Fair Debt Collection Practices Act (FDCPA), what are the hours a debt collector is legally allowed to contact customers without prior arrangements?

    a. Between 7am and 10pm
    b. Between 9am and 9pm
    c. Between 8am and 9pm
    d. Between 8am and 10pm

2. It is legal to discuss a customer's account with which of the following:

    a. Customer, spouse and adult children
    b. Just the customer
    c. Customer and anyone living there (roommates)
    d. Customer and spouse

3. One of the requirements in order to enter a customers' home is there must be a person over ____ years old.

    a. 15 years old
    b. 21 years old
    c. 17 years old
    d. 18 years old

4. The proper way to handle a post-dated check is:

    a. Not at all, they are illegal.
    b. Take it – deposit it the next day like any other check.
    c. Take it – call dispatch to note the account and turn it in to the office the next day and put it on your turn in on the date written on the check
    d. Have the customer make the check out to you, pay their cable bill and deposit the check to your account on the date written on the check.

5. What information can you leave at a customer's house when you have not made contact with them?

    a. A door hanger with boxes checked
    b. A copy of the work order
    c. Nothing
    d. A door hanger with amount owed in big numbers

6. What is the legal maximum number of days you can hold a post-dated check?

    a. 8 days
    b. 5 days
    c. 3 days
    d. 14 days

7. When customers curse at you while you are trying to collect on the account, you should

    a. curse back at them and tell them where they can go
    b. take revenge by immediately disconnecting their cable service
    c. remain calm and allow them a moment to vent, then proceed
    d. say nothing and just walk away

8. When leaving the customer a voice mail, you should leave as much information as possible, including the amount owed, so they can leave you a check or money order on the door or under the door mat.

    a. True
    b. False

9. If the customer is paying by credit/debit card, you should

    a. Call dispatch on a three way call with customer, call dispatch and give the phone to the customer, or have the customer call directly to dispatch to give the required information to process the payment .
    b. write the number on the work order so you can run it later
    c. call the client's ARU# and process the payment without recording the number
    d. write the number on a scrap piece of paper and throw it away after the payment posts

10. When the customer is paying by Electronic Funds Transfer (EFT), when should the NACHA authorization form be filled out and given to the customer?

    a. It doesn't matter whether you fill it out or not
    b. While you are speaking with the customer and in writing prior to the settlement date
    c. Have the cable company provide it in next month's bill
    d. The tech must hand deliver it to the customer

11. If a customer refuses to give you the converters, which of the following is the best way to respond?

    a. Say nothing, turn around and leave
    b. Inform the customer that you are going directly to report the boxes stolen and it is grand theft
    c. Inform the customer that the boxes are the property of the cable company and they must be returned or they will be considered stolen and charged to his/her account
    d. Walk in and take the boxes

12. It is legal to go in a person's back yard to get to a pedestal or pole, even though it is a fenced-in yard with "NO TRESPASSING" signs

    a. True
    b. False

13. A collection/disconnect technician's work boots must have which of the following:

    a. 6" leather "lace up" uppers, rubber soles, ½" defined 90 degree heel
    b. Safety toe, 6" leather uppers, rubber soles, ¾" heel
    c. Safety shanks, leather soles, defined heel
    d. Safety toe, 6" leather uppers, leather soles, defined heel with 90 degree angle

14. A hard hat must be worn when working on a pole or a ladder, when carrying your ladder and when working near any roadway.

a. True
b. False

15. If a job is going to take less than 10 minutes, a safety belt is

a. not necessary
b. just a waste of time
c. required if you are climbing a ladder against the strand or the pole
d. your judgment call based on the difficulty of the disconnect

16. Which is the highest rung of the ladder your feet should be on?

a. Top rung
b. Second rung from the top
c. Third rung from the top
d. Fourth rung from the top

17. It is ok to carry the ladder extended

a. if the distance you must walk is only about 10 feet.
b. never
c. as long as there are no cars around
d. whenever you feel like it

18. The “3 point rule” means

a. extra points from the free throw line
b. maintain 3 points of contact while carrying the ladder
c. there are 3 main points to make when collecting from a customer
d. maintain 3 points of contact while climbing the ladder

19. When placing the ladder against the pole or on the strand, what is the correct angle?

a. 45 degrees
b. place the bottom 6 feet away from the pole
c. 1 foot out for every 4 feet up
d. perpendicular to the pole and parallel to the ground

20. When parking your vehicle on the side of the road to perform an aerial disconnect, you should

a. place 3 cones out to channel traffic away from your vehicle according to illustrated method
b. turn on your flashers and/or your strobes
c. put out your 36” sign a minimum of 100’ behind your vehicle if working on a rural or state route
d. all of the above

21. How often should you inspect your ladder?

a. Daily before you finish your last disconnect
b. Weekly before the safety meeting
c. Daily and before each use
d. Monthly before the end of the month

22. What factor is the *leading* cause of ladder accidents?

a. Reaching too far to one side
b. Ladder slipped
c. Improper ladder angle
d. Foot slipped off the rung

23. Your *first* choice for ladder placement should be the

a. field side on the strand
b. street side on the pole
c. field side on the pole
d. street side on the strand

24. When snapping the strap to the d-ring you should

a. trust the sound of the snap connecting to the d-ring
b. visually inspect the connection to the d-ring
c. tug on the strap to see if it is secure
d. none of the above

25. When placing the ladder on grass or other potentially slippery surfaces you must adjust the ladder feet so

a. the feet are level
b. the cleats are pointed upward
c. the cleats are pointed downward
d. one foot is pointed up and the other is pointed down

26. Locking your vehicle is important only when

a. you are in it
b. you have equipment in it
c. you are going to be away from it for more than 5 minutes
d. you exit the vehicle

27. The correct method for securing your ladder on your ladder rack is

a. tie it down with ground wire or a piece of coax cable
b. tie it down with 2 bungee cords and a chain/cable lock on the rear
c. tie it down with a ratchet strap on the rear and a chain/cable lock on the front
d. tie it down with a ratchet strap on the front, a ratchet strap on the rear, and a chain/cable lock on the rear

28. When is acceptable to climb a ladder in sneakers, sport shoes, or street shoes?

a. Never
b. Sometimes
c. Always
d. When no one will see you

29. Which is the correct method for recording your work related mileage?

a. Mileage begins when you leave your house and ends when you get back home
b. Mileage begins when you leave the office and ends when you get back home
c. Mileage begins at your first work location whether that is the office or in the field and ends when you leave your last work location of the day being in the field or the office
d. Mileage begins at the first of the week and ends at the last day of the week

30. When should a disconnect be logged in your turn-in?

a. When it is completed to specifications
b. When it is going to be done that day
c. When you are behind and plan on doing it later
d. When it is the last day of the work order and you are going to complete it tomorrow

31. When should you turn off your Makotek assigned radio/cell phone?

a. When you don't want to be bothered
b. Every night and charge it
c. Every day at the end of your shift turn it off and immediately back on and charge it
d. Every night at 10 p.m.

32. How should recovered equipment be stored?

a. In the bed of your truck
b. In a plastic bin in the bed of your truck
c. In a dry, secure and locked container out of the weather and out of sight
d. In your floorboard or back seat

33. When is acceptable to NOT wear eye protection while working?

a. When you are climbing the ladder
b. When you are disconnecting in a pedestal or lock box
c. When you are disconnecting on the pole and there are no tree limbs around
d. None of the above

34. What is your best choice if you must perform a disconnect in a yard with a dog and no one is home?

a. Turn the job back in with "dog in yard" written on the work order
b. Try to scare the dog away from the pole or pedestal
c. Look for an alternate route to the pole or pedestal
d. Call 911 or animal control

35. Why is safety a concern not only to Makotek but to you as well?

a. An accident can seriously injure you
b. An accident can potentially kill you
c. An accident can disable you for life
d. All of the above

36. Which is the correct statement for documenting your start work and stop time;

a. Work time begins and ends when you leave and arrive back at your home.
b. Work time begins when you leave the office and when you arrive at home at end of shift.
c. Work time begins when you arrive at the office or your first job in the morning and ends when you leave the office or your last job to go home.
d. Work time begins and ends according to your schedule that was provided for you for the week.

37. Proper training is important to Makotek. Please evaluate the training you received.

	YES	NO	N/A
a. Did you watch the *New Employee Orientation* video?	☐	☐	☐
b. Did you watch the *Safety Training* video?	☐	☐	☐
c. Are you comfortable and confident handling and carrying the ladder?	☐	☐	☐
d. Do you feel safe while climbing the ladder and strapping off?	☐	☐	☐
e. Do you have a copy of the Field Safety and Training Manual?	☐	☐	☐
f. Do you have a copy of the Employee Handbook?	☐	☐	☐
g. Do you understand how to complete the work assigned?	☐	☐	☐
h. Were you trained on the collection process and techniques?	☐	☐	☐
i. Are you comfortable collecting money from customers?	☐	☐	☐
j. Do you understand your pay?	☐	☐	☐
k. Was *Quality Control* explained to you?	☐	☐	☐
l. Is there anything where you feel more training is necessary?	☐	☐	☐
If so, please identify_____			
m. Please rate your trainer(s) on a scale of 1 (lowest) to 5 (highest)	Score_____		
n. Please rate your overall training experience 1 (lowest) to 5 (highest)	Score_____		

Employee Comments:

Appendix L

Awareness Tips For MAKOTEK Technicians

Protecting Our Techs

As a Technician with Makotek, you are in continual contact with customers and the public. There are times when you may be observed as a possible target of a Theft, Robbery, Assault or verbal Confrontation with an individual. We want to ensure you have the proper guidelines, awareness information and training to make certain you do not become a victim of a crime attempt.

Everyday activities include some risk to your personal safety. People and events can be unpredictable. You cannot avoid all risks, but you must be aware and take precautions. The best approach to any situation encountered is to assess the risks involved, and take the necessary safety measures that are required and logical.

Your best security and safety tools are your brains and your common sense. Preparation before an emergency can keep you calm and help you make the right choices. Think how you would handle various emergency situations or encounters, and create a safety plan and response for each one.

Listen to your intuition and follow your instincts to safety. Don't be afraid to protect yourself, and never remain in an uncomfortable situation. Fear is the body's alarm system—listen to it.

If any matters develop, it is always important to contact your Supervisor to discuss the issue. Don't be embarrassed! If you feel unsafe, tell your Supervisor. Other arrangements can be made, or a backup Tech sent out for your protection if you have specific concerns about a specific residence.

How Do Crimes Occur?

There is a well-developed theory in criminal studies that three factors must be present for a crime to occur: Need or Desire, Rationalization and Opportunity.

The criminal has some type of basic "Need," such as money for drugs, cash, etc.; will then "Rationalize" their actions in their minds, and then look for the "Opportunity" to commit the crime.
If you take away their opportunity to commit a crime against you, the crime will not occur.

Basics of Street Safety

□ *Always look around and observe your surroundings. Awareness of what is around you prepares you for the possible unexpected.*
□ *Listen and act on your intuition. It's better to be safe and risk a little embarrassment than stay in an uncomfortable situation that may be unsafe.*
□ *If someone asks you for directions, always stay at least two arm's length away. They may just be lost, or they may be sizing you up for an incident. Be courteous, but be cautious*
□ *When on the street after exiting your vehicle, walk with confidence and look like you know where you are going and that you can handle yourself in any situation.*
□ *Ignore comments from strangers*
□ *Trust your instincts. If something or someone makes you feel uneasy, avoid the person or leave the area.*
□ *If someone touches you or pushes you, try to get away quickly.*
□ *Plan your route and remain alert when walking*
□ *You have a tool belt to conduct your job. If you are threatened with physical harm, you have the means to try to defend yourself.*
□ *When stopping for lunch, pick a highly visible area to eat. If you plan to eat in your vehicle, do not park on side streets or remote areas. Park in a shopping area, fast food parking lots, neighborhoods or areas where you can be mistaken for a police surveillance van.*
□ *Do not surrender your vehicle to a member of law-enforcement or other official to use for a search warrant or other purposes. This is done on TV, but not in real life. Contact your supervisor immediately if such requests are made.*

□ *If you have a flat tire or other vehicle problems in a bad area, drive if possible until you can find a safe location in a highly visible area.*

When Confronted by a Firearm

□ *There is no correct defensive advice to provide if a firearm is leveled at you*
□ *In the time it takes to react or attempt to seize the weapon, the weapon can be fired*
□ *Do not resist when a firearm is pointed at you unless your life is in imminent danger*
□ *If you are confronted with a weapon, do not resist unless you are in imminent danger and perceive there are no other options left but to resist*
□ *Always presume that if a weapon is displayed, the attacker knows how to use it*
□ *Try to calmly talk yourself out of the confrontation*
□ *If you have to move or reach, tell the person what you are going to do and why.*
□ *Tell the attacker you will give him what he wants if he puts the gun down and lets you go free*
□ *Remember: you cannot outrun a bullet!*

Robbery Situations

□ *Minimize the amount of money, credit cards or visible jewelry on you at work*
□ *Keep $20-$30 in low denomination bills in one front pocket to make change and stash the rest of your collected money.*
□ *Never pull all of your cash out in front of anyone and ask to step inside when making change whenever possible.*
□ *Always make sure that equipment and work orders are kept out of sight.*
□ *If you are confronted with a weapon, do not resist unless you are left with no choice but to resist*
□*Always presume that if a weapon is displayed, the attacker knows how to use it*
□ *Robbers usually are excited and may be provoked easily or might be under the influence of drugs or alcohol*
□ *They are intent on completing the crime and getting immediately away from the scene*
□ *Try to remain calm. Don't make any sudden movements to upset the robber.*
□ *If you are on a ladder and threatened, comply with what the robber wants to avoid being knocked off the ladder.*
□ *Do exactly as you are told.*
□*If you have to move or reach, tell the robber what you are going to do and why.*
□ *Take a good look at the robber so you can describe them later. While trying to determine age, height, weight and appearance, make comparisons between them and yourself or people you know*
□ *Don't be a hero. It is better to lose some money or tools than your life.*
□ *Give the robber time to leave.*
□ *Note the direction of travel when they leave.*
□ *Try to get a description and license plate of any vehicle used only if you can do so without exposing yourself to harm.*
□ *Call the police immediately to report the Robbery*
□ *Contact your supervisor to advise them of the event; they will also notify Security Operations.*
□ *If there are any witnesses about, ask them to remain until the police arrive so they can provide additional details of the robbery.*

Assault

□ *Assault is when you are threatened, or actually touched by the person committing the crime.*
□ *If you are involved in a heated argument that appears to be turning violent, walk away. If you stay and fight "to prove something," you will only demonstrate poor judgment, and legally your "aggressor" actions can be used against you if the Police become involved.*

Mentally Unstable Persons

□ Do not argue with a person you believe may be mentally unstable. End any conversation with them quickly.
□ Do not argue with them or insult them.
□ Do not make any physical contact with them since this may trigger a violent response.
□ Do not try to reason with them. It can be useless and act as a triggering event for their anger.
□ They are often unpredictable, so don't assume they will act in a rational manner.
□ Leave the area as soon as possible. Just tell them you have to leave to do your job.

Carjacking Attempts

□ When traveling in your vehicle, always keep the doors locked. Any time you are driving through areas containing stop lights, stop signs, or anything that significantly reduces vehicular speed, keep your windows rolled up.
□ When you are at your service call, turn off the truck. Do not leave it running with the keys in the ignition. This prevents theft, and also saves money.
□ Be certain that your rear and side truck doors are always closed and locked to prevent "grab and go" thefts of tools or equipment.
□ Leave ample maneuvering space between your vehicle and the one in front of you. This not only reduces the chances for a rear-end accident, but allows you maneuvering room in the event of a possible carjacking.
□ A general rule to follow is if you cannot see the back tires of the vehicle in front of you, then you are following too closely.
□ When possible, always use the left or center lane to travel, allowing you ample maneuvering space to get around cars trying to block you.
□ If you are approached by a suspicious person while stopped at a light or stop sign, do not stop or roll down the window. Drive away quickly.
□ If you believe you are being followed, stay on main roads and call the police. Try to identify the vehicle make, color and license plate number. Do not turn down side streets or neighborhood streets. Stay on main roads or drive towards a police station.
□ If another driver tries to force you to pull over or tries to block your way, keep driving and try to get away. Try to note the license plate number and description of the vehicle and the occupants.
□ If you are directly threatened with a gun, give up your vehicle. Don't argue. Your life is definitely worth more than the vehicle, which can be replaced.
□ Get away from the area until the carjacker has left
□ Contact the Police and your Supervisor

Defense Against Dogs

□ When confronted by a threatening dog, our impulse is to turn and run. This is the worst response since movement triggers the chase instinct in dogs
□ Stand very still and try to be calm.
□ Don't scream at the dog
□ Be aware of where the dog is. Look in its general direction, but don't stare into its eyes. This is considered an aggressive challenge.
□ If the dog quietly approaches, let the dog sniff you. Don't make any sudden moves.
□ In a low voice, say "No. Go Away. Go Home."
□ Back away slowly until the dog is out of sight.
□ If the dog charges, be prepared to defend yourself. Your clipboard or the tools in your tool belt may be used for self-defense, as necessary.
□ As a last resort, carry a container of dog-repellant spray to use ONLY if a dog is aggressively attacking you. These sprays can be purchased at drug stores and pet stores.

Verbal Confrontations

When dealing with customers, they may be upset over service issues and take their anger out on you. Be courteous and polite, and use a low tone of voice to help calm them and remember that you represent the cable company. Be courteous and professional, but know when to back off.

Observe

When there are outward indications of intoxication, hallucination, unusual or bizarre speech patterns and corresponding behavior, you may have to cancel the service call until a better time. Any type of positive intervention at this point would be fruitless. Simply listen to the complaint and attempt to calm the subject until you can leave the premises.

Listen

The subject needs to know that you are willing to help them. They need to feel that it is your top priority to solve his or her particular problem.

Avoid Defensiveness

You may be the only representative to whom the person is able to air his or her grievance. To avoid escalating a confrontation, do not defend the Company's or another person's actions. There may be reasons that specific actions were taken, but now is not the time to provide a defense. The goal is to "hear out" the complaint without placing responsibility back on the individual.

Acknowledge Emotions through Support

This will reduce the subject's uncertainty and hostility. The complainant usually expects or wants a confrontation. Do not provide fuel for that emotion. It would be appropriate to say "I would like to help you. Let's see how we can resolve this problem" or "I can understand why you would be upset. Please tell me how I can help you."

Establish Boundaries

The subject may make comments that are unrelated to the problem at hand. Calling you inappropriate names is a form of violence. Ignore initial comments that have nothing to do with the problem. Reduce the person's anxiety by keeping them to the subject at hand. Do not lash out to further agitate them.

Speak Slowly, Softly, and Clearly

Slow down your speech patterns and tone to reduce the subject's anxiety. Usually the person will be talking fast and exhibiting a fight/flight body language. When you talk slowly, you will cause the other person to slow down as well. This will reduce elevated anxiety.

Ask Questions

There is tremendous power in asking questions. The other person is doing the majority of the talking, yet you are psychologically in control. Ask questions relevant to the problem, and respond by repeating the answer so the other person knows you understand.

State Consequences

If the individual continues being belligerent, step away for a few minutes on a pretext. This will allow you to regain control and solicit assistance. This may provide the subject some time also to calm down. If the

subject persists with threats when you return, inform the subject that you will seek police assistance unless they calm down.

Vehicle Thefts & Break-Ins

□ Although a professional car thief can defeat most security measures and quickly break into and steal a locked vehicle, most vehicle break-ins and thefts are carried out by amateurs who take advantage of the carelessness of drivers who leave the vehicles unlocked or leave tools and other valuables in plain sight.
□ Avoid parking near trucks, vans, dumpsters and other objects that obstruct visibility and provide potential hiding places to jump you or break in to your vehicle.
□ Avoid parking near strangers loitering or sitting in vehicles
□Turn off your engine, roll up the windows, lock all doors and keep your keys with you when you are on your service call. Make sure all truck compartments are firmly closed and locked.
□ Never leave any tools or personal valuable items in plain sight in the vehicle interior
□ When you approach your truck after a call, always have your keys in your hand so you don't have to linger before entering the vehicle

Physical Assaults

If you are physically assaulted, know that there is no "right way" to respond. You will need to assess your abilities and the situation, and then determine the best course of action. Sometimes, resistance and a shout for help are enough to discourage an attacker. You can try to talk the attacker out of committing the crime, or you can submit and try to escape later. You should realize that you have the right to reasonably defend yourself with whatever is at hand—but carrying offensive weapons is against the law and company policy.

You will be scared and shocked, but it is important that you be aware of basic self-defense and evasive strategies to help calm yourself in stressful situations. Just remember, these strategies are a "Last Resort" when you feel that your life and physical well-being is in danger. You must never initiate any type of physical confrontation unless it has been directed towards you first! Finally, remember that there are no rules when you must fight for your life!
□ Never plan to fight an attacker and win. Do only what is necessary to get away from them and get to safety.
□ You can only use "reasonable force" by law to stop the attacker from further attacks. You cannot continue to attack after they have been incapacitated.

□ Stomp on an attackers foot with your heel, using all of your weight and stomp with as great as force as possible.
□ Kick an attacker in the shins or knees with your whole foot. Push hard with as great a force as possible being careful to maintain your balance so you do not lose your balance and fall
□ Gouge at an attackers face and eyes with your thumbs or fingers. Push hard to get them to the ground
□ If you are in position in front of the attacker, jab your thumb into the hollow of their neck just below the Adam's apple. This will almost immediately incapacitate them.
□ If attacked from behind and held, stomp on the foot of the attacker and bang the back of your head into their face/nose as hard as possible.
□ If attacked from the front and the attacker has their hands at your throat, do not try to pull at their hands (as your instincts will first dictate) but put your arms between their arms and hit outwards at their elbows to break their hold. At the same time, turn your body and head in your strongest direction (to the right if you are right-handed; and to the left if you are left-handed). This breaks the hold and positions you to stop further attacks.
□ It takes more energy for an attacker to recover from a miss than a hit. It also puts them off balance. If at all possible, duck and dodge any advances by your attacker.

□*If you are on the ground and are able to break free, push at the attacker with your feet to put distance between you. Kick at their hands, head and face as you push away from them. When they are distracted or down on the ground, stand up and run.*

Observations on a job visit

Techs have reported to their supervisor their concerns over serious issues they have observed while on visit to a residence. While on a service call, a Tech may observe incidents of child abuse, animal abuse, quantities of drugs and drug paraphernalia, large sums of money or guns lying about, or other serious issues that may cause concern. We have a civic duty and civic responsibility to be aware of possible criminal activity and to report such activity to the Police.

If you should observe matters that trouble you, do not hesitate to contact the Police and report such occurrences after your job is completed. The Police will keep their sources of information confidential, and do not announce that "The cable tech reported this to us!"

If a situation you encounter does bother you discuss it first with your supervisor before contacting the local Police or Sheriffs Department to advise them of your concerns.

Appendix M

FOR MAKOTEK MANAGERS

MAKOTEK, INC.
BASIC SAFETY PROGRAM

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A. SAFETY POLICY ASSIGNMENT OF RESPONSIBILITIES

Company management is primarily responsible for the implementation and enforcement of the corporate safety policy.

Makotek Managers will assume the responsibility for enforcing the program. In addition, Makotek Managers will be responsible for all documentation and records developed as a result of safety training, meetings, accident investigations and hazard reports required by this plan.

B. MAKOTEK, INC. AUTHORITY AND ACCOUNTABILITY

Management accepts the responsibility for providing resources and guidance for the development and implementation of the safety and health program.

Makotek Managers are responsible and accountable for the overall implementation of the working plan.

Makotek Managers will be responsible for ensuring that all employees follow all safety and health policies, procedures, and rules established by the company.

The Makotek Training Manager is responsible for administering training and guidance to employees.

Employees of Makotek, Inc. will assist the company with commitment to the safety and health program, abiding by the policies, procedures, rules set forth by the program, and becoming actively involved in the program to assist in providing a safe and healthful workplace for all involved.

Employers of outside contractors that provide or perform services for Makotek, Inc. are responsible to ensure that all employees, and services provided by employees, are performed and delivered in a manner that is consistent with our commitment to safety and health.

The Makotek, Inc. Accident Prevention Plan will be made available for review by all employees.

C. ANNUAL REVIEW ACCIDENT PREVENTION PLAN

Company management will review the Accident Prevention Plan during the first month of each calendar year.

This review will be to determine if all areas of exposure are addressed in the accident prevention plan.

Any new hazards identified during the review will be included in the accident prevention plan and employees will receive immediate training when required.

Annual reviews will be documented showing date of review and any new areas of exposure identified.
Documentation will be maintained by the Human Resource Manager at the Orlando, FL Home Office.

D. ACCIDENT/INJURY ANALYSIS

Makotek Managers will review all accident investigation reports, hazard reports, incident reports, inspection reports and the OSHA 300 form on a continuous basis as needed to identify any trends in accidents or hazards that may be developing both at our company locations and the cable companies.

Company management will recommend corrective actions to be taken to prevent reoccurrence of similar accidents or hazards. Makotek Managers will be responsible for implementing corrective actions.

Documentation of these reviews will be retained by the Makotek Manager for a period of 12 months.

E. ANALYSIS AND REVIEW

Each Makotek Manager will review and analyze all records and documentation pertaining to the safety and health program. This review will be conducted on a continuous basis and will focus on hazard analysis and recognition of developing trends.

Trend analysis will identify recurring accidents and near miss incidents resulting in, or potentially involving injury, illness, or property damage. The analysis will also recognize repeatedly identified hazards/violations needing corrective action to establish what program component is failing that allow the hazard to exist.

Insperity safety consultants will provide information and recommendation for corrective measures for trends developing as a result of workers' compensation claims analysis and review.

Employees will be made aware of developing trends and hazard exposures as they are recognized.

Trends of accidents or hazard recurrences will be the focal point for corrective action and employee training as needed.

Employee training records will also be reviewed on a regular basis to ensure an adequate and effective training program is maintained. Employees will also be interviewed from time to time to establish retention of training and determine when information should be supported or repeated.

F. RECORDKEEPING

Makotek, Inc. believes that the only valid means of reviewing and identifying trends and deficiencies in a safety program is through an effective recordkeeping program. The recordkeeping element is also essential in tracking the performance of duties and responsibilities under the program.

Makotek, Inc. is committed to implementing and maintaining an active, up-to-date recordkeeping program.

G. INJURY AND ILLNESS DATA

Makotek Managers will maintain records of all work related injuries and illnesses to our associates or the employees.

The following records are applicable only to work related injuries and illnesses.

Applicable forms or records:

- OSHA Form 300 - Record of Occupational Illness and Injuries;
- Applicable State Workers' Compensation Form , First Report of Injury;
- Record of first aid or other non-recordable incidents and;
- Insperity Supervisor Accident Investigation Reports (when injuries are involved).

Accident and injury records will be kept by the Makotek Managers for a period of five years. All data pertaining to injuries or illnesses that did not require medical treatment, or were otherwise not recordable on the above-mentioned documents, will be maintained in written record form. This will include first aid treatment of any kind.

All injury and illness documentation and records will be reviewed on a regular basis by management to analyze occurrences, identify developing trends, and plan courses of corrective actions.

H. SAFETY PROGRAM RECORDKEEPING

Makotek Managers will be responsible for maintaining all documentation of training, accident reports, OSHA logs, hazard reports, incident reports and any other documentation incidental to the implementation of this accident prevention plan.

Blank forms for all safety-related training and documentation will be available from the HR Manager in the Orlando, Florida office.

I. INJURY RECORDS

An injury log will be maintained in the Orlando, Florida office and at each location. Injuries will be recorded on an OSHA 300 form or equivalent within 24 hours of being reported.

The summary portion of the OSHA 300 form will be posted from February 1 to May 1 each year in a place where employee notices are normally placed.

Injury records will be retained for a period of five calendar years.

J. INSPECTION REPORTS

Documentation will include: (1) Date of inspection, (2) Name of inspector and (3) Discrepancies found.

Reports maintained until all discrepancies are corrected or at least 12 months, whichever is longer.

K. SAFETY MEETINGS/HEALTH AND SAFETY TRAINING

Employees of Makotek, Inc. will attend regular safety meetings, which will be conducted by management, management designee and/or Safety Consultant.

Safety and training meetings will be documented and records will be maintained by the Makotek Manager.

Documentation will include: (1) Date of training; (2) Name of trainer; (3) Subject(s) covered and; (4) Signed attendance roster.

All training required by OSHA will be conducted on a timely basis and records will be maintained in accordance with OSHA or other directing guidelines.

Specialized new employee orientation training will be provided and documented before employees are required to perform tasks involving these exposures. Resources used in orientation training include safety topic resources, safety videos,….

Reports will be filed in a log and maintained for a period of 24 months or as required by law or directives.

L. ACCIDENT INVESTIGATION REPORTS

A written accident report will be filed and maintained available for review. The investigation will be documented on the company form (Supervisor's Accident Investigation Report). The report will be retained for a period of 24 months or as required by law or directives.

M. SAFETY INSPECTION POLICY

Designated personnel will be responsible for conducting and documenting safety inspections of vehicles, equipment, ladders, personal protective equipment, including observation of actual work assignments. Records of these inspections will be kept by the location Makotek Manager. Employees are responsible for inspecting their own equipment and vehicles for possible hazards. Hazards will be reported in writing to the Makotek Manager. The Makotek Manager in consultation with company management will recommend corrective actions to be taken. Employees will inspect hand tools, personal protective equipment and ladders to identify hazardous conditions prior to beginning work and

The Makotek Manager and/or designated person(s) will be responsible for conducting documented quarterly inspections of the work materials and equipment and correcting any identified hazards.

Any vehicles being operated will be inspected by the driver before use. Documentation of these inspections will be kept by the Makotek Manager for a period of 12 months.

N. ACCIDENT INVESTIGATION PROCEDURES

l. Investigations are required on all accidents including those "near misses" not producing injuries. Near misses will be documented on an incident report and forwarded to Insperity's Workers' Compensation Claims Group for review. Near misses are reviewed to determine if a recurring hazard exists, therefore, they must be thoroughly investigated and reported. Accidents that do not produce injury have probably produced other job hindrances, such as delays, damaged material, damaged equipment, etc.

2. All accidents are to be investigated by the Makotek Manager involved. Investigations will be conducted as soon as possible but no later than 24 hours after the accident.

3. The First Report of Injury and Supervisor Accident Investigation reports will be forwarded to Insperity's Workers' Compensation, who will forward to the Safety Consultant for review. All incident reports, hazard reports, accident investigation reports and inspection checklists will be reviewed by company management to determine if trends are occurring.

4. These are the simple steps involved in producing a thorough and effective investigation:

   - Understand the need for the investigation.
   - Prepare for the investigation.
   - Gather facts about the investigation (who, what, where, why, when, how).
   - Take pictures, draw diagrams, get witness statements, (don't rely on memory, accident scenes change).
   - Analyze the facts.
   - Develop conclusions.
   - Analyze conclusions.
   - Make a report. Be very detailed and don't leave out simple facts.
   - Correct the situation(s) or recommend corrective actions, depending on your authority.
   - Follow through on recommendations.
   - Double check the corrective action(s).
   - Critique the investigation (assist management in reviewing the investigation report).

5. Each person in the review process is responsible for assuring thorough investigations and following up on corrective action to make sure it is effective.

O. ACCIDENT INVESTIGATION GUIDELINES

An accident can be defined as any occurrence that interrupts or interferes with the orderly progress of the job and usually occurs suddenly and unexpectedly. Some accidents involve human injury. Accidents arise from a combination of unsafe acts and unsafe conditions.

The intent of an accident investigation should be to determine what basic condition or act caused the accident so corrective measures can be taken to prevent reoccurrence and not to identify the guilty party.

The person supervising the employee involved will conduct a comprehensive investigation. Makotek Managers are responsible for getting the most efficient use out of the equipment, material and people. They are also who management looks to solve operational problems such as unsafe acts or conditions.

An accident should be investigated as soon as possible and at least within the first 24 hours of the occurrence. The sooner the information is gathered, the more accurate the facts will be.

The accident investigation should include the following:

- Interview the employee involved (when possible) to evaluate the situation and potential liability.
- Photograph the scene (if possible). Don't rely on memory.

- Locate, interview and get statements from any witnesses.
- Evaluate any evidence found at the scene and reconstruct events.
- Have involved employees step through the sequence of events
- Do not disturb the accident scene until you are satisfied with the investigation.
- Before leaving the scene, warn, protect and/or repair any exposure areas.
- Involved employee should complete a written report before leaving for the day. Be sure the report is in sufficient detail.
- Re-interview the involved employee if necessary.
- Complete all documentation of the event.

P. DISCIPLINARY POLICY

(1) Employee safety is or major concern here at Makotek, Inc. This company's personnel will adhere to company and cable company safety rules and regulations as a condition of employment. Any individual employee that has shown continued disregard for either safety or attendance standards shall be subject to appropriate disciplinary action. Such disciplinary action may be up to and including termination of employment. Such termination of employment shall be deemed to be "for cause" and will disqualify the employee from any job incentives the management may enact or reward.

(2) General safety guidelines (rules and regulations) have been established and implemented by Makotek, Inc.. This company has no desire to discipline any employee. However, we intend to use every means to insure a safe work place, and all employees are expected to fulfill their responsibility in meeting this goal. The responsibility and accountability for enforcing disciplinary actions belong to the Makotek Managers. They are held under the same level of discipline for failure to identify, correct, and discipline unsafe acts and unsafe conditions.

(3) These guidelines are intended to promote a safe and efficient work environment at Makotek, Inc.; and are 100% approved and supported by upper management.

(4) All employees are required to comply with safety guidelines.

(5) A safety violations log is established and implemented for the purpose of recording and tracking employee violations.

(6) Where appropriate, the following action will be taken in response to safety violations:

(i) First Offense/Violation – Violator will be issued a written warning
(ii) Second Offense/Violation – Violator will be suspended for three (3) days without pay
(iii) Third Offense/Violation – Violator will be terminated from employment

Notwithstanding this progressive disciplinary policy, the company reserves the right to administer discipline in such a manner as it deems appropriate to the circumstances, and may in its sole discretion, eliminate any or all of the steps in the disciplinary process.

(7) Each official safety violation will be documented on the applicable form. An employee's safety record will be utilized as an important part of his/her performance evaluation.

Q. CONCLUSION

The goal is to stop accidents before they happen, by taking steps to eliminate the causes of accidents. Approaches to loss control not only save employees from injury and lost time, but also pay large dividends to business with lower hidden accident costs, higher employee morale and more efficient operations.

APPENDIX A

DISCIPLINARY POLICY

Makotek, Inc. personnel will adhere to company and cable company safety rules and regulations as a condition of employment. Any individual employee that has shown continued disregard for either safety or attendance standards shall be subject to appropriate disciplinary action. Such disciplinary action may be up to and including termination of employment. Such termination of employment shall be deemed to be "for cause" and will disqualify the employee from any job incentives the management may enact or award.

Makotek, Inc. has no desire to discipline any employee. However, we intend to use every means to insure a safe work place, and all employees are expected to fulfill their responsibility in meeting this goal. The responsibility and accountability of enforcing disciplinary actions belong to the Makotek Manager. They are held under the same level of discipline for failure to identify, correct, and discipline unsafe acts and unsafe conditions.

Violation notification will consist of three types: verbal, written, and termination. In most cases, a verbal warning (documented) will be given prior to issuing a written safety violation; however, this is not required. Safety Violation notices that are issued will be kept on file. Three written warnings will result in termination of the employee. Termination may also result from a willful and/or negligent act or acts resulting in personal injury or damage to property. All violations will be recorded on the Safety Violation Form and maintained at the job site. A copy of the violation will be kept at the company offices. A progressive report will be kept on file for a period of one year from the original infraction.

ADHERENCE TO POLICY

In order for any disciplinary program to work effectively, it must be administered fairly and consistently to all employees. Therefore, this procedure allows for no exceptions. The procedure will be the same for all employees.

I have read and understood the above policy.

Employee Signature _____ Date _____

APPENDIX B

ANNUAL REVIEW ACCIDENT PREVENTION PLAN

DATE OF REVIEW:_____

NEW EXPOSURES IDENTIFIED:_____

_____

_____

_____

_____

_____

_____

_____

ACTION TAKEN:_____

_____

_____

_____

_____

REVIEWED BY:

1._____ DATE _____

2._____ DATE _____

3._____ DATE _____

APPENDIX C

Weekly Safety Meeting Sign In Sheet

System Name: _____ System #: _____

Instructor: _____ Date of Meeting: _____

Topics Discussed: _____

Incident Reviewed: _____

Instructor: _____ Date of Meeting: _____

PRINT NAME	SIGNATURE

APPENDIX D

SAFETY HAZARD REPORT

LOCATION:_____ DATE:_____

TIME:_____ AREA:_____

HAZARD:_____

RECOMMENDATION:_____

ASSIGNED TO:_____

CORRECTION DATE:_____

APPENDIX E

EMPLOYEE SAFETY SUGGESTION

This form is for use by employees who wish to provide a safety suggestion to report an unsafe workplace condition or practice.

1. Description of unsafe condition or practice: _____

2. Causes or other contributing factors: _____

3. Employee's suggestion for improving safety: _____

4. Has this matter been reported to the area supervisor? Yes ☐ No ☐

5. Employee Name (Optional): _____

6. Office Location: _____ Date: _____

Use of this form or other reports of unsafe conditions or practices are protected by law. It would be illegal for the employer to take any action against an employee in reprisal for exercising rights to participate in communications involving safety.

APPENDIX F

INDIVIDUAL EMPLOYEE TRAINING DOCUMENTATION AND SAFETY COMMUNICATIONS

Employer: _____

Name of Trainer: _____

Name of Employee: _____

Date of Hire/Assignment: _____

I have received training as described above in the following areas:

_____ Description of the employer's Workplace Injury and Illness Prevention Program.

_____ The potential occupational hazards in the general work area and associated with my job assignment.

_____ The safe work conditions, safe work practices and personal protective equipment required for my work.

_____ The hazards of any chemicals to which I may be exposed and to my right to information.

_____ My right to ask any questions, or provide any information to the employer on safety either anonymously without any fear of reprisal.

_____ Procedures the employer will use to enforce compliance with safe work practices, including discipline.

_____ Other (specify): _____

_____

I understand this training and agree to comply with the safe work practices for my job.

_____ _____

Employee Signature Date

APPENDIX G

EMPLOYEE SAFETY ORIENTATION

Name: _____ Date Employed: _____

Department Assigned: _____

Job Assignment: _____

The following items should be discussed during orientation:

_____ Company safety policies and programs – employee to be given a copy of the Field Safety and Training Manual and be required to read it.
_____ Safety rules, both general and specific to job assignment.
_____ Safety rule enforcement policy (disciplinary procedures).
_____ Where, when and how to report injuries.
_____ Where, when and how to report unsafe conditions.
_____ Review of fire and emergency evacuation plan.
_____ Location and use of fire extinguishers.
_____ Requirement for safe work clothing and footwear.
_____ Importance of housekeeping
_____ Special job hazards
_____ Assignment and use of personal protective equipment.
_____ Proper lifting procedures (include demonstration).
_____ Employee is certified in the following: _____
_____

Additional training requirements: _____
_____

Important: If employee is transferred to another job, a new safety orientation form should be completed.

Signed: _____ Date: _____
Supervisor

Signed: _____ Date: _____
Employee

Complete and return to personnel office.

Appendix N

ACKNOWLEDGEMENT OF RECEIPT OF MANUAL

This is to acknowledge that I have received a copy of the MAKOTEK Field Safety & Training Manual Revised August 2012. I understand that this manual is a guideline and an aid to being an effective Field Technician for Makotek.

I also understand and agree that it is my responsibility to read and become familiar with the contents of this manual.

Date _____

Employee Signature _____

Employee Name (Print) _____